

**BY ORDER OF THE  
SECRETARY OF THE AIR FORCE**



**AIR FORCE MANUAL 33-326**

**15 OCTOBER 2007**

**SCOTT AIR FORCE BASE  
Supplement**

**16 JULY 2010**

**Communications and Information**

**PREPARING OFFICIAL  
COMMUNICATIONS**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This manual implements Air Force Policy Directive (AFPD) 33-3, *Information Management*, and states the procedures for preparing communications in both manual and automated environments. This publication applies to individuals at all levels who prepare official Air Force (AF) communications, including Air National Guard (ANG) units and Air Force Reserve Command. Send recommended changes and questions about this publication to the office of primary responsibility (OPR), Secretary of the Air Force, C2 Systems Compliance (WMA) Branch (SAF/XCPPC), 1800 Air Force Pentagon, Washington DC 20330-1800, using the AF Form 847, *Recommendation for Change of Publication*. Send the AF Forms 847 from the field through your major command (MAJCOM) publications/ forms managers to Headquarters Air Force Communications Agency (HQ AFCA/EASD), 203 W. Losey Street, Room 1100, Scott AFB IL 62225-5222, with an information copy to SAF/XCPP. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 37-123, *Management of Records* (will become AFMAN 33-363), and disposed of in accordance with the Air Force Records Information Management System (AFRIMS) Records

Disposition Schedule (RDS) located at [https://afrims.amc.af.mil/rds\\_series.cfm](https://afrims.amc.af.mil/rds_series.cfm). See **Attachment 1** for a glossary of references and supporting information.

**(SCOTTAFB) AFMAN 33-326, 15 October 2007 is supplemented as follows.** This supplement implements local guidance for preparing and using the official 375th Air Mobility Wing (AMW) letterhead. Specifies policies and procedures for official communications and categorical addresses for memorandums unique to Scott AFB. This supplement does not apply to the 932d Airlift Wing (AFRES) or the 126th Air Refueling Wing (ANG). Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afrims/afrims/>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional's chain of command.

### **SUMMARY OF CHANGES**

This revision replaces the organizational symbol for Headquarters United States Air Force (HQ USAF/ SC) with HQ USAF/A6; changes references from Department of Defense (DoD) Manual 4525.8-M/Air Force Supplement (AFSUP) 1, *DoD Official Mail Manual*, to DoDI 4525.8/AFSUP, *DoD Official Mail Management*; removes references to Air Force Pamphlet 10-709, *Operations Security (OPSEC)*; changes “Administrative Communications” to “Electronic Communications”; updates organizational addresses and office symbols. Deletes the use of Optional Forms in **Chapter 8**, and rennumbers remaining paragraphs.

**(SCOTTAFB) This publication has been substantially revised and must be completely reviewed. Major changes include:** Identifies the new uniform resource locator for 375 AMW Letterhead; incorporates revised organizational office symbols in the 375 AMW; and introduces electronic distribution scheme.

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## Chapter 1

### COMMUNICATIONS MANAGEMENT

**1.1. Formats Unique to Headquarters Air Force (HAF).** HAF formats differ from some of the other types of correspondence prescribed in this manual. These formats are unique to the HAF and normally are used for correspondence within the HAF and the Office of the Secretary of Defense (OSD), located in the Washington DC area. Headquarters United States Air Force (HQ USAF) Headquarters Operating Instruction (HOI) 33-3, *Correspondence Preparation, Control, and Suspense Tracking*, outlines instructions for those types of correspondence.

**1.2. Plain Language.** Prepare all Air Force correspondence using plain language. Plain language saves the Air Force time, effort, and money. Plain language means using logical organization and common, everyday words, except for necessary technical terms. Prepare correspondence using the active voice and short sentences.

1.2.1. Organize your material to help the reader. Identify your audience for the document; write to get their attention and anticipate their questions. Consider any additional readers. Always start by putting your main message up front. Present information in the succeeding paragraphs in a logical order.

1.2.2. Avoid words and phrases that your readers might not understand. Define each abbreviation or acronym the first time you use it. Use the same term consistently to identify a specific thought or object. Use words in a way that does not conflict with ordinary or accepted usage. Avoid ambiguous phrasing, confusing legal terms, and technical jargon that can mislead your reader.

1.2.3. Use “you” and other pronouns to speak directly to readers (active voice). Do not refer to people as if they were inanimate objects. Address the reader as “you.” “You” reinforces the message intended for your reader. Use “we” in place of your organization’s name. Be careful using “you” if it sounds accusatory or insulting. Instead, put the emphasis on the organization by using “we.”

1.2.4. Active voice is the best way to identify who is responsible for what action. To communicate effectively, write the strong majority (around 75%) of your sentences in the active voice.

1.2.5. Short sentences deliver a clear message. Your sentences should average 15 to 20 words--never make them longer than 40 words. Complex sentences loaded with dependent clauses and exceptions confuse the reader by losing the main point in a forest of words. Resist the temptation to put everything in one sentence. Break up your idea into its logical parts and make each one the subject of its own sentence. Cut out words that are not really necessary.

1.2.6. Check <http://www.plainlanguage.gov>, for more plain language techniques.

### 1.3. Writers’ Responsibilities.

1.3.1. Use this manual when preparing correspondence.

1.3.2. Protect and mark any classified information in your correspondence according to Department of Defense (DoD\_5200.1-R, *Information Security Program*, and Air Force Instruction (AFI) 31-401, *Information Security Program Management*. Distribute on a need-to-know basis.

1.3.3. Follow DoD 5400.7-R/Air Force Supplement (AFSUP), *DoD Freedom of Information Act Program*, if you include “For Official Use Only” information, and refer to AFI 33-332, *Privacy Act Program*, if the Privacy Act applies.

1.3.4. Check Joint Publication (JP) 1-02, *Department of Defense Dictionary of Military and Associated Terms*, and Air Force Doctrine Document (AFDD) 1-2, *Air Force Glossary*, for correct terms and usage.

1.3.5. Use the Air Force Address Directory at <https://private.afca.af.mil/afdir/index.cfm> (see **Chapter 9**) for correct mailing addresses and standard office symbols (see **Chapter 10**).

1.3.6. Distribute correspondence on a need-to-know basis.

1.3.7. Conserve paper. Use backs of scrap paper for drafts and interoffice memos. Consider if you can communicate with other means such as a telephone call or electronic mail (E-mail). Do not print and mail out correspondence originally sent by E-mail, unless requested. Satisfy the minimum distribution requirements only. Utilize two-sided printing whenever possible.

1.3.8. Use the telephone for routine matters. (You can record the inputs on your record copy of the final correspondence.)

1.3.9. Call, use AF Form 74, *Communication Status Notice/Request*, or E-mail instead of a formal memorandum to check the status of an action (see paragraph **8.1**).

1.3.10. Use caution when highlighting material you copy or microfilm, since highlighters can obscure the print.

1.3.11. Select the appropriate distribution method. Some distribution methods include: E-mail, facsimile (FAX), Defense Message System (DMS), United States Postal Service (USPS), Base Information Transfer System (BITS), and Defense Courier Service. Consider the needs of the recipient when choosing the distribution method. Send computer-generated information electronically if the receiver will copy the information into another computer system.

1.3.12. Use E-mail before using FAX, BITS, or USPS. However, do not send classified E-mail on a system not authorized for that purpose. When transmitting classified E-mail take care to transmit only that level of classified information for which the system is certified and accredited. When transmitting sensitive unclassified information by E-mail, apply an appropriate level of safeguards to ensure the sensitive, but unclassified, information is properly protected. For more information refer to AFI 33-119, *Air Force Messaging*. When delegating an E-mail task, send a courtesy copy (cc) to the originator.

1.3.13. Follow AFI 33-324, *The Information Collections and Reports Management Program; Controlling Internal, Public, and Interagency Air Force Information Collections*, when requesting information licensed under Public Law (PL) 104-13, *The Paperwork Reduction Act of 1995*.

1.3.14. Avoid abbreviations and military jargon. Write out abbreviations the first time used and follow with the abbreviation in parenthesis.

1.3.15. Apply record keeping requirements listed on [https://afrims.amc.af.mil/rds\\_series.cfm](https://afrims.amc.af.mil/rds_series.cfm) when preparing official communications.

#### **1.4. Suspense Actions.**

1.4.1. Set realistic time limits for answering priority and routine correspondence. Establish a suspense (due date) only when you need a reply by a specific date. Notify the action agency of the suspense date as early as possible.

1.4.2. Control suspenses at all offices tasked with answering correspondence. Notify the originating agency before the due date if the reply is delayed.

1.4.3. You may use an automated system or AF Form 388, *Communication Control Record* (see paragraph 8.2), to control suspense actions.

#### **1.5. Coordination Process.**

1.5.1. Coordinate with offices affected by the proposed action during the draft stage to keep from revising the final version.

1.5.2. Coordinate by telephone or E-mail when possible. Indicate coordination at the bottom or in the right margin of the first page of DoD correspondence. Do not indicate coordination in the upper right-hand corner since it is used for the file code (see AFMAN 37-123 [will become AFMAN 33-363]).

1.5.3. You may coordinate using AF Form 1768, *Staff Summary Sheet* (see paragraph 8.3).

1.5.4. Remember to coordinate with each office that has a functional interest. Consider the chain of command to ensure complete coordination. Schedule enough time to finish review and coordination.

## Chapter 2

### STATIONERY STANDARDS AND USES

#### 2.1. Paper Standards. Use 8 1/2-inch by 11-inch paper.

2.1.1. Original. Use white letterhead stationery (printed or computer-generated) for the first page of a memorandum, staff study, report, or minutes of a meeting. Use plain white paper for continuation pages. (See paragraph 2.4 for computer-generated letterhead.)

2.1.2. Copies. Use plain white paper for information or courtesy copies.

2.1.3. Paper Quality. Stationery is produced from recycled paper that has at least 25 percent cotton or rag content. The recycled logo is shown in the watermark. Paper quality must not exceed the following:

<u>Item</u>	<u>Paper Color</u>	<u>Grade</u>	<u>Pounds</u>
Letterhead	White	50% rag	16
		or 25% rag	20
Continuation	White	50% rag	16
		or 25% rag	20

**2.2. Standard Letterhead.** DoD Instruction (DoDI) 5330.2, *Specifications for DoD Letterheads*, establishes the standards for letterheads. There are only two types of letterhead authorized for use: standard (pre-printed) and computer-generated. Chief master sergeants (CMSgt) and command chief master sergeants use standard letterhead/stationery. They must use personal stationery if the CMSgt insignia or symbols are used. Submit any exceptions to the specified standards through your MAJCOM to SAF/XC for final determination. ANG exceptions are approved by individual ANG State Headquarters or the Director, Air National Guard.

**2.2. (SCOTTAFB) Standard Letterhead.** Computer-generated letterhead is located on the 375 AMW SharePoint site: . Blue letterhead stationery is still the required correspondence for MAJCOM and off-installation use. Contact Defense Automated Printing Service, at commercial (618) 256-4686 or DSN 576-4686, on procedures for the reproduction of 375 AMW Letterhead.

**2.3. Pre-printed Letterhead.** See [Figure 2.1](#) for an example of letterhead. MAJCOMs may elect to use generic two-line command letterhead for command-wide use. MAJCOMs may authorize letterhead below wing-level if the quantity needed justifies the printing cost or other circumstances warrant. Any unit without its own letterhead uses its parent unit's letterhead stationery and identifies its organization and standard office symbol in the FROM caption.

2.3.1. Ink. Print the letterhead and seal using either reflex blue or black ink.

2.3.2. Seal. The DoD seal is one inch in diameter. Align the seal 1/2-inch from the upper left and top edge of the paper. Do not use any other emblem, decorative device, or distinguishing insignia with or in place of the DoD seal.

2.3.3. Format. Center organization name and address on the letterhead using no more than four lines:

2.3.3.1. First Line. DEPARTMENT OF THE AIR FORCE. Center this line leaving 5/8-inch from the top of the sheet. Print it in 12 point uppercase using copperplate letters, heavy plate Gothic letters, or equivalent.

2.3.3.2. Second Line. Center the name of the organization as shown in the G-series special order that established it. If G-series orders do not exist, the MAJCOM Director of Communications decides the second line. Put HEADQUARTERS before the organization's name only if it appears in the activation order. Print it in 10.5 point uppercase using copperplate letters, heavy plate Gothic letters, or equivalent. If the name is more than fifty characters, you may use an additional line.

2.3.3.3. Third Line. If used, center the location without the ZIP+4 code on this line. Print it in 10.5 point uppercase using copperplate letters, heavy plate Gothic letters, or equivalent. The bottom of the third line should be 1 1/16 inches from the top of the sheet. If your unit is overseas, do not show the Army and Air Force Post Office (APO) or Fleet Post Office (FPO) number and a geographical location together. You may use the two-letter state abbreviation or spell out the state name. Do not use punctuation in the last line of the address element.

**EXAMPLES:**

DEPARTMENT OF THE AIR FORCE HEADQUARTERS  
AIR EDUCATION AND TRAINING COMMAND

DEPARTMENT OF THE AIR FORCE AIR  
EDUCATION AND TRAINING COMMAND  
DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR EDUCATION AND TRAINING COMMAND  
RANDOLPH AIR FORCE BASE TEXAS

2.3.4. Optional Items. Fold marks are guides for judging typing space and for folding the paper in three equal parts. Typist guidelines show you are near the 1-inch bottom margin. If used, print them in half-point rules (see [Figure 2.1](#)).

**2.4. Computer-Generated Letterhead.** Computer-generated letterhead allows for the use of plain white bond paper and high production rates. It also permits an organization to generate its own letterhead stationery.

2.4.1. Use. You may use computer-generated letterhead the same as printed letterhead when the design satisfies all specifications in paragraph [2.3](#) Use computer-generated letterhead only for correspondence within the DoD. Do not use for the signature of the Secretary or Deputy Secretary of Defense, or Executive Secretary of the DoD. MAJCOMs may direct the use of printed letterhead for headquarters and subordinate units.

2.4.2. Format. When using computer-generated letterhead, you may identify the office name as approved in organizational designation documents. Center the office name below the organization name. You may identify the complete mailing address including ZIP+4 code. Do not use more than four lines for the letterhead.

**2.5. Headquarters United States Air Force (HQ USAF) Letterhead.** HQ USAF offices use this stationery, as do certain field operating agencies (FOA) when their commanders function as members of HAF.

**2.6. Department of Defense (DoD) Programs and Activities Letterhead.** When the Department of the Air Force is the executive agent for DoD-directed programs, the letterhead format is similar to paragraph 2.3; do not show DEPARTMENT OF THE AIR FORCE on the top line for DoD programs or joint activities. Use this layout instead:

2.6.1. First line. Print the name of the program as shown in the DoD directive.

2.6.2. Second and third line. Print the location. For further guidance, contact SAF/XCPPC.

**EXAMPLES:**

DOD MEDICAL EVALUATION REVIEW BOARD  
USAF ACADEMY COLORADO SPRINGS CO

ARMED FORCES VOCATIONAL TESTING GROUP  
456 ARMY DRIVE, ROOM 407  
RANDOLPH AIR FORCE BASE TX 78150-4567

**2.7. Slogans.** MAJCOMs and FOAs may permit use of slogans on official memorandums and personalized letters. Slogans will:

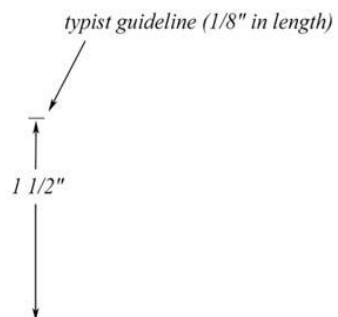
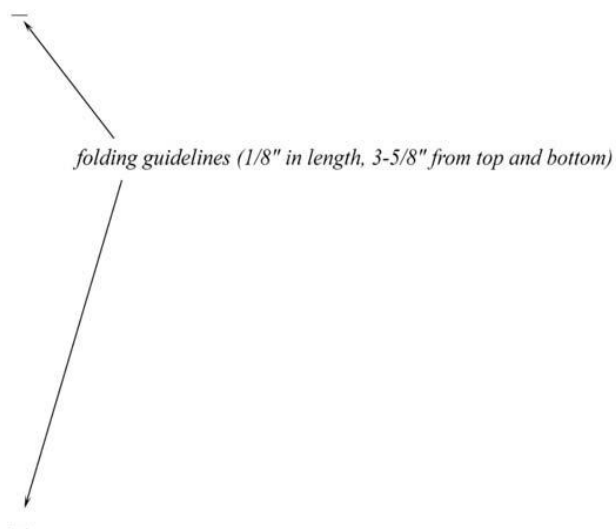
2.7.1. Represent the mission of the organization.

2.7.2. Be easy to understand.

2.7.3. Not be offensive.

2.7.4. Meet printing specifications (printed approximately 1/2-inch from bottom of page).

**2.8. Logograms (Logos).** Do not use the Department of the Air Force seal on stationery; the proper use of the Department of the Air Force seal is covered in [Attachment 2](#). DoDI 5330.2 prohibits use of logos, emblems, decorative devices, or distinguishing insignia on stationery. OSD grants waivers only for programs of Air Force-wide importance and applicability, such as the Air Force Fiftieth Anniversary. Send waiver requests to SAF/XCPPC for staffing to OSD through the Washington Headquarters Services. Use existing logo stationery until all supplies are exhausted.

**Figure 2.1. Design of Official Stationery.**

## Chapter 3

### THE OFFICIAL MEMORANDUM

#### 3.1. General Rules.

3.1.1. Memorandums are used to communicate with all DoD agencies to include Joint Chiefs of Staff, unified and specified commands, and other Federal agencies. They are also used to conduct official business outside the Government with vendors or contractors when the personalized letter is inappropriate.

3.1.2. Use printed letterhead, computer-generated letterhead, or plain bond paper. The writer decides which stationery is appropriate. See [Chapter 2](#) for stationery formats.

3.1.3. Type or print on both sides of the paper using black or blue-black ink.

3.1.4. Use 10 to 12 point fonts for text.

3.1.5. See DoD 5200.1-R and AFI 31-401 for the necessary markings on classified correspondence.

3.1.6. See [Figure 3.1](#) for an example of an official memorandum.

Figure 3.1. Sample Official Memorandum



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS UNITED STATES AIR FORCE  
WASHINGTON DC

31 July 2007

MEMORANDUM FOR USAF/AE

FROM: HQ USAF/ILCX

SUBJECT: Sample Memorandum Format (AFMAN 33-326, *Preparing Official Communications*)

1. Type or stamp the date on the right side of the memorandum 10 line spaces (1.75 inches) from the top of the page and about 1 inch from the right margin (paragraph 3.3.1).
2. Type the MEMORANDUM FOR element in uppercase 4 line spaces below the date or 14 line spaces (2.5 inches from the top of the page). If you do not use the DoD seal on your computer generated letterhead or are using plain bond paper, begin the element approximately 11 line spaces (2 inches) from the top of the page (paragraph 3.3.2).
3. Type the FROM element in uppercase 2 line spaces under the MEMORANDUM FOR element. The FROM element should contain the full mailing address of the function originating the correspondence (paragraph 3.3.4), unless the complete address is printed on the letterhead or if all recipients are located on the same installation as the organization.
4. Type the SUBJECT element in uppercase 2 line spaces below the last line of the FROM element (paragraph 3.3.5).
5. Begin typing the text flush left, 2 line spaces below SUBJECT element (or the References element, if used). Number or letter each paragraph and subparagraph. See paragraph 3.4 for guidance on the closing format.

HOLLACE D. LYON, Col, USAF  
Chief, Force and Information Management  
Division  
DCS/Installations and Logistics

2 Attachments:

1. -----
2. -----

cc: -----

**3.2. Margins.** Use 1-inch margins on the left, right, and bottom for most memorandums. For shorter communications, you may adjust the margins. Use these guidelines:

**3.3. Heading Format.**

3.3.1. Date Element. Type or stamp the date 1 inch from the right margin, 1.75 inches or 10 line spaces from the top of the page. Use the format of day, month, and year, for example, 14 October 2006, for documents signed out of a military organization. Use the format of month, day, and year, for example, October 14, 2006, for documents signed out of a civilian organization. Unless the date of signature has legal significance, date the original and all copies of the correspondence at the time of dispatch.

3.3.2. MEMORANDUM FOR Element. Type “MEMORANDUM FOR” in uppercase, flush with the left margin, 2.5 inches or 14 line spaces from the top of the page. After the MEMORANDUM FOR element, type two spaces followed by the recipient organization. For short communications, you may adjust the top margin in order to center the memorandum.

3.3.2.1. When addressing one office, type in uppercase the organization name or the organization abbreviation and office symbol separated by a virgule (/). You may type a name in parentheses after the organization and omit the “ATTENTION” element.

3.3.2.2. When sending the same memorandum to several offices, prepare a multiple-address memorandum. Align subsequent addresses with the first address. Circle, underline, or highlight the recipient organization for each copy. Stay consistent; use the same format throughout.

**EXAMPLES:**

MEMORANDUM FOR THE CHIEF OF STAFF  
DIRECTOR, INSTALLATIONS AND LOGISTICS  
GENERAL COUNSEL

or

MEMORANDUM FOR AF/CC  
AF/A4  
SAF/GC

3.3.2.3. When frequently sending correspondence to the same group of addresses, use a categorical address. See [Attachment 3](#) for information on categorical addresses.

3.3.2.4. When the address list is too long to include in the heading, use a distribution list. Type “MEMORANDUM FOR DISTRIBUTION.” Include the addresses in the DISTRIBUTION element or on a separate page attached to the memorandum (see paragraph [3.5.5](#)). **Note:** Organizations may establish distribution codes and lists to satisfy internal distribution requirements. To establish distribution codes, the organization must provide the distribution list to the Base Information Transfer Center (BITC) and keep the list current.

3.3.3. ATTENTION Element. If the ATTENTION element is used, type “ATTENTION:” or “ATTN:” or “THROUGH:,” followed by the name, in uppercase, one line below the MEMORANDUM FOR line. Align under the address.

**EXAMPLE:**

MEMORANDUM FOR SAF/AAX

ATTENTION: COL JONES

3.3.4. FROM Element. Type “FROM:” in uppercase, flush with the left margin, two line spaces below the last line of the MEMORANDUM FOR element (and the ATTENTION element, if used). After the FROM element, type two spaces followed by the organization abbreviation and office symbol of the originator. The FROM element contains the full mailing address of the originator so that recipients may easily prepare and address return correspondence. However, if the complete mailing address is printed on the letterhead (see paragraph 2.4.2) or if all recipients for the memorandum are located on the same installation as the originator, omit the second and third lines of the FROM element.

3.3.4.1. The first line of the FROM element includes the organization abbreviation and office symbol separated by a virgule and typed in uppercase.

3.3.4.2. The second line of the FROM element is the delivery address of the originator in upper and lower case.

3.3.4.3. The third line of the FROM element includes the city, state, and ZIP+4 code.

3.3.5. SUBJECT Element. Type “SUBJECT:” in uppercase, flush with the left margin, two line spaces below the last line of the FROM element. After the SUBJECT element, type two spaces followed by the subject title; capitalize the first letter of each word except articles, prepositions, and conjunctions. Be brief and clear. If you need a second line, align it under the first word of the title.

3.3.5.1. When writing about an individual/employee who is not the addressee, include rank/grade and full name in the subject line. If you refer to the person again in the text of the memorandum, use only the rank/grade and surname. Do not include names in the subject line when writing about two or more individuals. When writing about several people, state their full names with rank/grade in the text of the memorandum the first time the names appear.

3.3.5.2. Cite a single reference to a communication or a directive in parentheses immediately after the subject title. See paragraph 3.3.6 to cite more than one reference.

**EXAMPLE:**

SUBJECT: PACAF Work Center Standard (Our Memo, 6 September 2005)

3.3.5.3. Emphasize a suspense date in the subject element by typing “SUSPENSE:” or “SUSP:” with the date in parentheses after the subject title.

**EXAMPLE:**

SUBJECT: AETC Letterhead Stationery (SUSPENSE: 13 September 2005)

3.3.5.4. When the communication supersedes a previous communication, type “S/S” with a reference to the previous communication in parentheses after the subject title.

**EXAMPLE:**

SUBJECT: Appointment of OJT Monitor (S/S Our Memo, 21 July 2005)

3.3.6. References Element. To cite two or more references, use the References element. Type "References:" two line spaces below the last line of the SUBJECT element. Capitalize the first letter of every word except articles, prepositions, and conjunctions.

3.3.6.1. Identify each reference by organization of origin, type of communication, date, and subject. When referencing a commercial publication, state the author's name, publisher, publication title and date, and the paragraph or page number.

**EXAMPLE:**

SUBJECT: Preparation of Memorandums

References: (a) HQ USAFE/IM Memo, 30 August 1994, Message Addresses.  
 (b) AFMAN 33-326, 1 November 1999, *Preparing Official Communications*.  
 (c) Strunk and White, *The Elements of Style* (NY: MacMillan Publishing Co, 1989), 70.

3.3.6.2. If the recipient is unfamiliar with the publication or form cited, write out the title the first time you reference it. Use the guidelines in [Figure 3.2](#) for citations:

**Figure 3.2. Citation Guidelines.**

When you refer to:	Show it in this format:
Other correspondence	HQ USAF/DPT Memo, 23 March 1993, Military Training Program
A publication	AFI 33-360, <i>Publications and Forms Management</i> , paragraphs 2.1. through 2.35  AFMAN 36-606, Volume 2, <i>Air Force Civilian Career Planning</i> , Chapter 12, Figure 12.1
A publication when the communication is addressed outside the Department of Defense.	Air Force Manual 23-110, <i>USAF Supply Manual</i> (not AFMAN 23-110)
A Government form	AF Form 74, <i>Communication Status Notice/Request</i>
A commercial publication	Strunk and White, <i>The Elements of Style</i> (NY: MacMillan Publishing Co, 1989), 70

An item in a magazine, newspaper, or book	“New Optimism About Aging,” <i>The Washington Post</i> , 9 September 1993, p.1.
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3.3.6.3. Attach a copy of the reference, or instructions to obtain it, if the reader does not have it. Type not to all “(NOTAL)” after the citation if not all addressees received the referenced item.

### 3.4. Text of a Memorandum.

3.4.1. Spacing. The first line of the text begins flush left, two line spaces below the last line of the SUBJECT element (or the References element, if used). Single-space the text, but double-space between paragraphs and subparagraphs. You may double-space the text of a one-paragraph memorandum less than eight lines.

3.4.2. Paragraphs. Number and letter each paragraph and subparagraph (unless under the jurisdiction of HQ USAF HOI 33-3, which requires indented paragraphs without numbers). A single paragraph is not numbered. Indent subparagraphs 0.5-inch or five spaces and number or letter them in sequence. Use the following format to subparagraph short sentences or phrases of a half line or less:

#### EXAMPLE:

This format has several advantages: (a) It’s compact, (b) it highlights ideas, and (c) it saves space.

3.4.3. Place contact names, E-mail addresses, fax numbers, and telephone numbers in the last paragraph of the memorandum text.

3.4.4. Punctuation. Use conventional rules of English grammar. See AFH 33-337, *The Tongue and Quill*, for specific applications.

3.4.5. Word Division. When dividing a word, separate between syllables (see AFH 33-337).

3.4.6. Quotations. When quoting numbered paragraphs from another document, cite the source and paragraph numbers in your text. See AFH 33-337 for specific applications.

3.4.7. Suspense Dates. If you include a suspense date in the text of the memorandum, emphasize it by placing it in a separate paragraph.

3.4.8. Identifying Points of Contact. Indicate contact names, telephone numbers, and E-mail addresses in the text of the correspondence, normally in the last paragraph.

3.4.9. Continuation Pages. Use plain bond paper. Begin typing the text of the continuation page four lines below the page number. Type at least two lines of the text on each page. Avoid dividing a paragraph of less than four lines between two pages.

3.4.10. Page Numbering. The first page of a memorandum is never numbered. You may omit page numbers on a one- or two-page memorandum; however, memorandums longer than two pages must have page numbers. Number the succeeding pages starting with page 2. Place page numbers 0.5-inch or four line spaces from the top of the page, flush with the right margin. Number the continuation pages of each attachment as a separate sequence.

### 3.5. Closing Format.

3.5.1. Authority Line Element. The authority line informs readers that the person who signed the document acted for the commander, the command section, or the headquarters. If it is used, type in uppercase, two line-spaces below the last line of the text and 4.5 inches from the left edge of the page or three spaces to the right of the page center. Use the words “FOR THE COMMANDER” unless the head of the organization has another title like commander in chief, superintendent, or commandant.

3.5.1.1. Use the authority line when:

3.5.1.1.1. A commander’s designated representative signs for a specific action.

3.5.1.1.2. A document represents the commander’s position or the coordinated position of the headquarters staff.

3.5.1.1.3. Staff members sign documents that direct action or announce policy within their areas of responsibility.

3.5.1.2. Do not use the authority line when:

3.5.1.2.1. The commander (or head of the organization) signs.

3.5.1.2.2. The deputy or vice commander signs when the commander is temporarily away from the place of duty unless command action is directed by law and requires an indication of delegation.

3.5.1.2.3. The correspondence expresses opinions of units, directorates, divisions, offices, or branches.

3.5.1.2.4. The correspondence is addressed outside the DoD.

3.5.2. Signature Element. Type or stamp the signature element five lines below the last line of text and 4.5 inches from the left edge of the page or three spaces to the right of page center. If the authority line is used, type the signature element five lines below the authority line. If dual signatures are required, type the junior ranking official’s signature block at the left margin; type the senior ranking official’s signature block 4.5 inches from the left edge of the page or three spaces to the right of page center. The signature element may be added after you are sure who will sign the correspondence. Do not place the signature element on a continuation page by itself. Consider correspondence received via E-mail, copied, or stamped //SIGNED// as authoritative as long as the signed copy is kept on file at the originating office.

3.5.2.1. First Line. Type the name in uppercase the way the person signs it. Include grade and service if military; civilians may include their grade. Avoid using legal, educational, or ecclesiastical degrees or titles.

3.5.2.2. Second Line. Type the duty title as identified in the “From” element. Use the term “Acting” before the duty title of a *staff* position if the incumbent is absent or the position is vacant. Do not sign “for” or “in the absence of.” Do not use the term “Acting” for any command capacity or where prohibited by law or statute (see AFI 33-321, *Authentication of Air Force Records*; and AFI 51-604, *Appointment to and Assumption of Command*).

3.5.2.3. Third Line. Type the name of the office or organization level if it is not printed on the letterhead or included in the heading. Limit the signature element to three lines if possible; however, if a line of the signature element is too long, indent two spaces on the next line.

**EXAMPLES:**

For an officer:

BRANDON BERNARD SPROWL, 1st Lt, USAF  
Commander

BRIAN EDWARD LEWIS, 2d Lt, USAF  
Chief of Personnel

DUANE V. MOORE, Maj, USAF Chief,  
Visual Information and Publishing Branch  
Directorate of Communications

S. W. MATTHEWS, Lt Col, USAF  
Chief, Staff Communications  
and Analysis Division Directorate of Curriculum

MARTEL ROBERT WESTHALLER, III, Col, USAF, DC  
Base Dental Surgeon

For a noncommissioned officer:

RAYMOND L. KENNEDY, CMSgt, USAF  
Chief, Publishing Branch  
3400th Training Group

For a civilian:

ELLEN C. CAMPANA, GS-15, DAF  
Chief, Quality Assurance Branch Air Staff  
Systems Directorate

SUSAN L. BASS, GS-12, DAFChief,  
Information Communications Policy  
Directorate of Communications

**NOTE:** Medical service officers should use their medical designations in their signature blocks (MC, DC, BSC, or NC).

3.5.2.4. Signature. Sign correspondence with permanent black or dark blue ink. Use black typewriter ribbons, black printer toner, or black ink for rubber stamps or signature facsimile equipment. Refer to AFI 33-321, for authentication of Air Force documents and how to use seals instead of signatures.

3.5.2.5. **(Added-SCOTTAFB)** Whenever a memorandum is signed by the 375 AMW Commander and is addressed to a flag officer, the 375 AMW Commander or Vice Commander, if directed, will be listed as the point of contact.

3.5.2.6. **(Added-SCOTTAFB)** The 375 AMW Commander will sign correspondence on the following:

3.5.2.6.1. **(Added-SCOTTAFB)** New or revised policies.

3.5.2.6.2. **(Added-SCOTTAFB)** Opinions or philosophy affecting policy, OPR's responsibility, or mission needs.

3.5.2.6.3. **(Added-SCOTTAFB)** Justification or explanation to higher headquarters on manning, workload, or mission changes.

3.5.2.6.4. **(Added-SCOTTAFB)** Objections to higher headquarters policy or requirements.

3.5.2.6.5. **(Added-SCOTTAFB)** Replies to general officers.

3.5.2.6.6. **(Added-SCOTTAFB)** Special interest items.

3.5.2.6.7. **(Added-SCOTTAFB)** Inspection replies.

3.5.2.6.8. **(Added-SCOTTAFB)** Other items required by directive.

3.5.3. Attachment Element. Type "Attachment:" or "# Attachments:" at the left margin, three line spaces below the signature element (see [Figure 3.1](#)). Do not number a single attachment; when there are two or more attachments, list each by number and in the order mentioned in the memorandum. Describe each attachment briefly, but do not use general terms or abbreviations such as "as stated," "as described above," or "a/s." Cite the office of origin, the type of communication, the date, and the number of copies (in parentheses) if more than one. Include the subject of the attachment if the receiver will not get copies of attachments or if the subject is not already referenced in text. For classified attachments, show the assigned classification symbol (in parentheses).

#### **EXAMPLE:**

3 Attachments:

1. SAF/XCI Memo, 30 Jun 05 (U)(2)
2. 380 FMS/CC Msg, 232300Z May 98 (NOTAL)
3. SAF/XCI Memo, 3 Aug 05 (S)

3.5.3.1. Type "(sep cover)" when sending an attachment separately. Send a copy of the memorandum when you send the attachment.

#### **EXAMPLE:**

2 Attachments:

1. AFI XX-XX, 26 May 94
2. AFI XX-XX, 24 May 94 (sep cover)

3.5.3.2. Do not divide attachment listings between two pages. If the listing is too long, type "Attachments: (listed on next page)," and list the attachments on a separate page.

3.5.4. Courtesy Copy Element. When sending courtesy copies to activities other than to addressee, type “cc:” flush with the left margin, two line spaces below the attachment element. If the attachment element is not used, begin typing three line spaces below the signature element. List names or organization abbreviation and office symbol of the offices to receive copies. If a courtesy copy is sent without including the attachments, type “wo/Atch” after the office. Circle, underline, or highlight the office to indicate the recipient.

**EXAMPLE:**

cc:

HQ AETC/A1 wo/Atch

HQ USAFE/A1 Atch 2 only

HQ PACAF/A1 (Atch under sep cover)

3.5.4.1. If courtesy copies of a memorandum are not signed, write or stamp “signed” with black or dark blue ink above the signature block.

3.5.4.2. Do not show internal distribution of courtesy copies on the original (or courtesy copy) for correspondence addressed outside your activity. However, you may show the distribution if one addressee needs to know who received a courtesy copy, or if correspondence is multiple-addressed and reproduced.

3.5.5. DISTRIBUTION Element. When DISTRIBUTION is used for the MEMORANDUM FOR element (see paragraph 3.3.2.4), type “DISTRIBUTION:” flush with the left margin, two line spaces below the attachment element or the courtesy copy element, if used. If both the attachment element and the courtesy copy element are not used, begin typing three line spaces below the signature element. Do not divide distribution lists between two pages. If the listing is too long, type “DISTRIBUTION: (listed on next page),” and list the organizations on a separate page.

3.5.6. Optional Automated File Designator (AFD) Element. The AFD element documents the storage location for data stored on disks or other magnetic media. Type the AFD two line spaces below the courtesy copy distribution element. You may include the AFD in the identification line of talking, position, and bullet background papers.

3.5.6.1. Contents of the AFD are based on the user’s needs and the system being used; e.g., the element may include items such as the file name, typist’s initials, and number or title of the disk.

3.5.6.2. Refer to World Wide Web (WWW) pages by typing the uniform resource locator (URL) as the AFD.

**3.6. Typeset Correspondence.** You may typeset correspondence for a large audience (such as a memorandum to ALMAJCOM-FOA). Use an appropriate letterhead as with other official correspondence. You can use the full range of typesetting capabilities, including, but not limited to, two columns, italics, bold type, variable spacing, boxed inserts, and screened backgrounds.

**3.7. Record or Coordination Copy.** This is the official record for your office files, so make sure it is completely legible. Type or write additional information of value only to the office of record on the record or coordination copy.

3.7.1. Showing Coordination. Type or write the organization abbreviation and office symbol of each office that should coordinate across the bottom or right side of the record copy. The coordinating officials enter their last name and date.

3.7.2. Showing Internal Courtesy Copy Distribution. List all internal courtesy distribution on the record copy unless it is listed on the original.

3.7.3. Identifying the Writer. If identifying the writer is of value to the office of record, place the writer's organization abbreviation and office symbol, name, telephone number, typist's initials, the date the correspondence is typed, and, if desired, the document name/number at the top or bottom margin of the page. Do not repeat the writer's name if the writer signed the correspondence. Use a new identification line, if desired, each time the correspondence is rewritten or retyped. Place the name of the person who rewrote it on the next line followed by the date it was retyped.

3.7.4. Annotating for Magnetic Storage Media. Use the writer identification line (see paragraph 3.7.3) to show document name, storage location, or file identification for reference and possible revision or reprinting.

3.7.5. Preparing a Memorandum for Record (MR). When preparing a MR for another office or when using it as your primary record, write or type on the record copy any information needed for the record. Continue on the back or a separate sheet if you need more space. The writer then signs the MR (see AFH 33-337).

**3.8. Attachments to Correspondence.** Attachment, appendix, annex, and exhibit all mean additional or supplementary material and indicate relative position within a correspondence package. The first addition is an attachment; an addition to an attachment is an appendix; an addition to an appendix is an annex; and so on. Indicate on the attachment, appendix, or annex if there are appendices, annexes, or exhibits to it. Type or write attachment markings in the same position as on the basic correspondence. If possible, use pencil to allow future renumbering and reuse with other documents. Mark attachments as follows:

3.8.1. Mark each attachment in the lower right corner as Atch 1, Atch 2, Atch 3, etc.

3.8.2. Mark additions to an attachment as Appendix A, Appendix B, Appendix C, etc.

3.8.3. Mark additions to appendices as Annex 1, Annex 2, Annex 3, etc.

3.8.4. Mark additions to an annex as Exhibit A, Exhibit B, Exhibit C, etc.

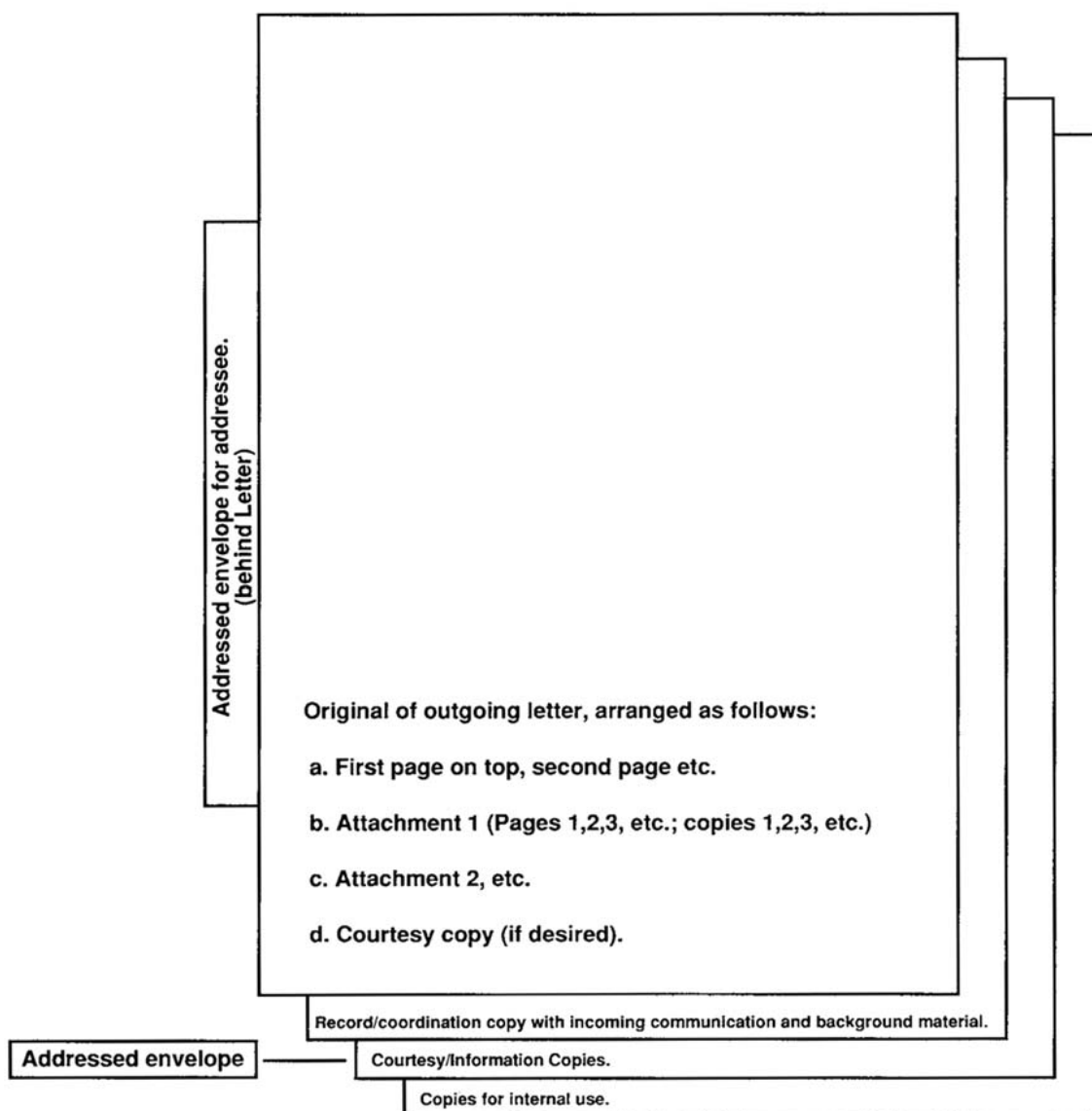
3.8.5. For multiple page attachments, number the pages of each attachment in a separate sequence. For example Atch 1 (1 of 3), Atch 1 (2 of 3), Atch 1 (3 of 3), etc.

3.8.6. When sending more than one copy of an attachment, place the copy number (typed or handwritten) to the right and slightly above the attachment number to indicate the copy is the first, second, third, etc. For example Atch 11, Atch 12, Atch 13, etc.

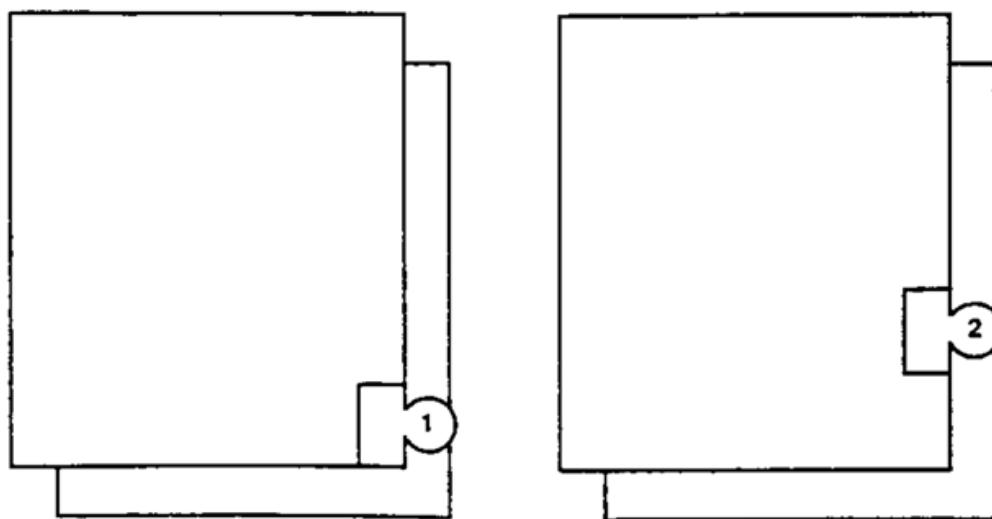
**3.9. Arranging Correspondence.** See [Figure 3.3](#) for the order to arrange correspondence for signature. When using tabs, position the first tab at the lower right corner. Position the next tab slightly higher (see [Figure 3.4](#)). Staple a memorandum of more than one page, or with attachments, in the upper left corner before dispatch. If possible, arrange pages so that the reader can read information without removing the staples or paper clips; for example, turn landscape pages with top to the left. If required, prepare envelopes or facsimile cover sheets, and place

them at the left side behind the copies for dispatch. Use a paper or binder clip to hold the packet together before dispatch. Organizations may specify alternate methods to suit their needs.

**Figure 3.3. Arranging and Assembling Correspondence.**

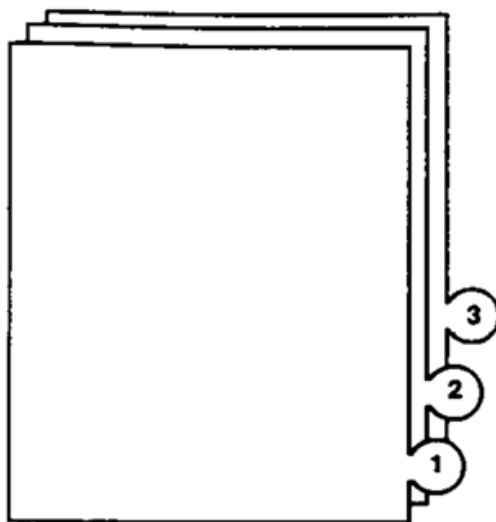


**Figure 3.4. Using Tabs To Mark Attachments.**



**a. Where to Place Individual Tabs**

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**b. Appearance of 3 Assembled Attachments with Tabs**

## Chapter 4

### OTHER TYPES OF WRITTEN COMMUNICATIONS

**4.1. Personalized Letter.** Use a personalized letter when your communication needs a personal touch or when warmth or sincerity is essential. You may use it to write to an individual on a private matter for praise, condolence, sponsorship, etc. Keep it brief, preferably no longer than one page. Always use authorized USPS abbreviations (see USPS Publication 28, *Postal Addressing Standards*) for addresses. Avoid using acronyms. See [Figure 4.1](#) for an example of a personalized letter.

#### 4.1.1. Heading Format.

4.1.1.1. Date Element. Type the date flush with the right margin, 1.75 inches or 10 line spaces from the top of the page. For short communications, you may adjust the top margin to center the letter on the page. Use the format of day, month, year, e.g., 17 October 2005.

4.1.1.2. Return Address Element. Begin typing the return address flush with the left margin, 2.5 inches or 14 line spaces from the top of the page (or 4 line spaces below the date). Include name, rank (for military members), duty title, and the complete mailing address of the sender.

4.1.1.3. To Address Element. Type the receiver's address three line spaces below the return address. Include the receiver's title/rank and full name along with the complete mailing address. Use punctuation after abbreviations such as "Mr.," "Ms.," "Mrs.," and "Dr."; however, do not abbreviate rank.

4.1.1.4. Salutation Element. Begin the salutation two line spaces under the receiver's address. Type "Dear" followed by the title and last name of the receiver.

4.1.2. Text of a Letter. Start the text of a letter two line spaces below the salutation element. DO NOT number paragraphs. Indent all major paragraphs 0.5 inch or five spaces; indent subparagraphs an additional 0.5 inch or five spaces. You may double-space text of a one-paragraph letter with less than eight lines. Type references in the first paragraph.

#### 4.1.3. Closing Format:

4.1.3.1. Complimentary Close Element. Type "Sincerely" two line spaces below the text of the letter and 4.5 inches from the left edge of the page or three spaces to the right of page center.

4.1.3.2. Authority Line Element. Do not use an authority line.

4.1.3.3. Signature Element. Type the signature element, without the title portion, five line spaces below and aligned with the complimentary close element.

4.1.3.4. Attachment Element. Type "Attachment:" or "Attachments:" flush with the left margin, 10 line spaces below the last line of text (or 3 line spaces after the signature element).

4.1.3.5. Courtesy Copy Element. Type courtesy copy distribution “cc:” flush with the left margin, two line spaces below the attachment element. If the attachment element is not used, type “cc:” three line spaces after the signature element.

Figure 4.1. Sample Personalized Letter.



**DEPARTMENT OF THE AIR FORCE**  
**HEADQUARTERS UNITED STATES AIR FORCE**  
**WASHINGTON, DC**

31 July 2005

Lieutenant Colonel Debra Martinez  
Chief of Executive Services Division  
1670 Air Force Pentagon  
Washington DC 20330-1670

Mr. Walter Jones  
2560 Monte Vista Place  
Alexandria VA 22390-1234

Dear Mr. Jones

Avoid using organizational abbreviations and office symbols in letters addressed to individuals outside the Department of Defense. These acronyms rarely have any meaning outside the Government and should be spelled out.

Type or stamp the date 1.75 inches or 10 line spaces from the top of the page at the right margin. Type the return address 4 line spaces below the date at the left margin. Type the "To" address three lines below the return address. Type the salutation two lines below the "To" address; the greeting is normally "Dear."

Begin typing the body of the letter 2 line spaces below the salutation. Do not number paragraphs. Indent all paragraphs 5 spaces or 0.5 inches; indent subparagraphs an additional 5 spaces. Double space between paragraphs.

The complimentary close is normally "Sincerely." Type the complimentary close 2 line spaces below the text, at least three spaces to the right of the page center. Place courtesy copy distribution at the left margin, 2 line spaces below the attachments. If there are no attachments, type the courtesy copy distribution 3 line spaces below the signature element.

Sincerely

DEBRA MARTINEZ, Lt Colonel, USAF

cc:

-----

**4.2. “IN TURN” Memorandum.** Use an “IN TURN” memorandum to distribute the official memorandum to several individuals or offices in sequence.

4.2.1. Originators. Prepare an “IN TURN” memorandum when the final addressee or OPR) must see the coordination or action of all addressees. Use the official memorandum format (see [Chapter 3](#)). Type “IN TURN” in uppercase, one line below the last address of the MEMORANDUM FOR element. Align with addresses.

**EXAMPLE:**

MEMORANDUM FOR HQ USAF/A47  
HQ USAF/A3/5  
HQ USAF/A1  
HQ USAF/SG  
IN TURN

4.2.2. Recipients. When you receive an “IN TURN” memorandum, strike through your organization abbreviation and office symbol, sign or initial, and date. Write “Concur,” “Nonconcur,” “Comments attached,” or “Comments sent by separate correspondence to” next to the date. Prepare a separate memorandum for a lengthy comment. Attach comments to the “IN TURN” memorandum if the remaining addressees need them; otherwise, send comments directly to the final addressee. Send the “IN TURN” memorandum to the next address.

**4.3. North Atlantic Treaty Organization (NATO) Letter.** See NATO Standardization Agreement (STANAG) 2066 (Edition No. 5), *Layout for Military Correspondence*, for proper format. Write to Naval Publications and Forms Center, 5801 Tabor Avenue, Philadelphia PA 19120-5002 to get a copy. When using the NATO format, always include the name and telephone number of a point of contact. Use the term “enclosures” instead of “attachments.” Enclosures may have appendices and annexes. List all references in the heading or in the beginning of the correspondence text.

**4.4. Short-Note Reply.** If you have enough space, write or type your comments on the incoming correspondence (see AFH 33-337).

**4.5. Memorandum for Record (MR).** Use the MR to document a discussion or an oral agreement. Prepare a MR using the official memorandum format (see [Chapter 3](#)). Type RECORD after the MEMORANDUM FOR element (see AFH 33-337).

**4.6. Meeting Minutes.** Prepare meeting minutes using the official memorandum format (see [Chapter 3](#)). Minutes are a clear summary of the participants’ comments. They document planned or completed action. Date the minutes the day they are distributed. To save space, use two columns to list names of members present. Place information regarding a future meeting in the last paragraph. When a person signs a paper as a member of a board or committee, the signature element indicates that person’s status on that board or committee, not any other position the person may hold. Type “Approved as written” two line spaces below the recorder’s signature block, followed by the approving authority’s signature block.

**4.7. Staff Study Report.** This is a problem-solution report (see AFH 33-337).

**4.8. Point, Talking, Bullet Background, and Position Papers.** (See AFH 33-337.)

4.8.1. Point and talking papers are concise, factual, written outlines for oral presentations, memory ticklers, or quick reference outlines. They use fragments to present key points, positions, and facts in a brief, orderly fashion when the user has knowledge of the subject.

4.8.2. Background papers are multipurpose written briefs used to provide information, forward items of interest, or to summarize current or potential problems. They include an introductory paragraph, a basic discussion, and a conclusion.

4.8.3. Position papers are used to advocate or to convince the reader on an argument or position.

**4.9. Information Mapping.** You may use the information mapping method for staff study reports and for point, talking, bullet background, and position papers. The Information Mapping methodology helps writers analyze, organize, and present information in a concise, user-friendly manner. Information Mapping principles can improve a wide variety of communications. For more information, contact SAF/XCPPC.

**4.10. Indorsement Memorandums.** Indorsements are used at the discretion of the sender as space allows (see AFH 33-337).

## Chapter 5

### GUIDE AND FORM MEMORANDUMS

**5.1. Guide Memorandums.** These are models of a memorandum text composed in advance, but not printed. They may be complete memorandums with several paragraphs or a single paragraph. Use guide memorandums to compose official memorandums. Select the combination of paragraphs appropriate for the reply.

**5.2. Form Memorandums.** These are mass-produced memorandums sent in place of individually composed or typed memorandums when many individuals require similar information or the same individual requires the information at frequent intervals. These also include standard formats stored on electronic media that can be accessed, completed with optional data, and then printed or electronically forwarded.

5.2.1. Types of Form Memorandums. The three basic formats for form memorandums are prewritten, fill-in, and optional statement. Prewritten form memorandums omit the receiver's name, address, and date. Fill-in form memorandums omit any information that varies with each response. Optional statement form memorandums provide several options; the writer checks the statements that apply to the specific situation. A form memorandum may have space for filling in information, selecting one of several statements, or both.

5.2.2. Form Memorandums Use. Use form memorandums when the subject matter and the action are routine or informational, when it is more economical to duplicate the memorandum than to type each memorandum individually, and when the printed format expedites response from the recipient. Do not use form memorandums if the subject is of a personal or congratulatory nature, if it may bring grief, disappointment, or embarrassment to the recipient, or if a numbered form would be better.

5.2.3. Preparing and Controlling Form Memorandums:

5.2.3.1. Justification. Analyze your correspondence for a 2-week period and group memorandums that are similar in meaning and purpose. Count the number of individually typed memorandums for each group. A form memorandum is justified if:

<u>The line count (text) of a repetitive memorandum is:</u>	<u>And the number of similar memorandums written each month is:</u>
5	30 or more
10	15 or more
15	10 or more

**NOTE:** Check with your publications/forms manager to determine if a numbered form would be more beneficial.

5.2.3.2. Composition. Follow the principles of writing in AFH 33-337. Consider the memorandum's impact, especially if it is sent outside the Air Force. If a memorandum collects information, review the requirements of the PL 104-13 and AFI 33-324.

5.2.3.3. Design. Leave enough blank space to complete a fill-in form memorandum. Align check boxes ( ☐ ) on an optional statement form memorandum

5.2.3.4. Signature. Sign form memorandums individually or sign the master before reproduction.

5.2.3.5. Control. Identify each form or guide memorandum by a different symbol if you have more than one, e.g., FM-1, FM-2, etc.; GM-1, GM-2, etc. You may mark the memorandums themselves or their folders. Review the need and currency of the memorandum before reproduction, and reproduce no more than a 3-month supply.

## Chapter 6

### USE OF ENVELOPES

**6.1. General Information.** Use standard addresses listed in the Air Force address directory (see [Chapter 9](#)).

**6.2. Envelope Size.**

6.2.1. Use a rectangular envelope only slightly larger than the correspondence. Envelopes should be no smaller than 3.5 by 5 inches and no larger than 6.125 by 11.5 inches.

6.2.2. You may use window envelopes. Be sure to adjust the MEMORANDUM FOR element to align the address with the envelope window.

6.2.2. **(SCOTTAFB)** Do not use window envelopes for registered, certified, or insured mail.

6.2.3. For consolidated mailing, the largest item that cannot be folded determines the envelope size (see DoDI 4525.8 /AFSUP).

6.2.4. **(Added-SCOTTAFB)** Do not use padded envelopes to send registered, certified, insured, or first-class mail, except when protection of computer tapes and medical equipment is essential.

**6.3. Addressing the Envelope.** For successful processing by optical character recognition (OCR) equipment, the USPS requires addresses to be machine-printed, with a uniform left margin, and formatted in a manner that allows an OCR to recognize the information.

6.3.1. Printing. Use a typewriter or print addresses on a laser printer. You may not hand write or use rubber stamps unless laser printers and appropriate software are not available.

6.3.2. Typeface. Use Courier New font 12 point (or similar simple sans serif font). Be sure characters are not too close together and do not touch or overlap. Do not use bold, italic, script, artistic, or other unusual typefaces.

6.3.3. Margins. Leave margins at least 0.5-inch from the left and right edges of the envelope and at least 0.625-inch from the bottom of the envelope. The last line of the address should be no lower than 0.625-inch and no higher than 2.75 inches from the bottom of the envelope.

6.3.4. Address Format. See [Figure 6.1](#) for address position and format. Use block style with a uniform left margin, parallel to the long edge of the envelope. Single-space the address block and type the entire addresses in uppercase. Use one or two spaces between words. Do not use punctuation in the last two lines of the address block except for the dash in the ZIP+4 code. Addresses are limited to five lines:

6.3.4.1. Optional Address Data Line. Use this line for any nonaddress data such as account numbers, presort codes, or mail stop codes.

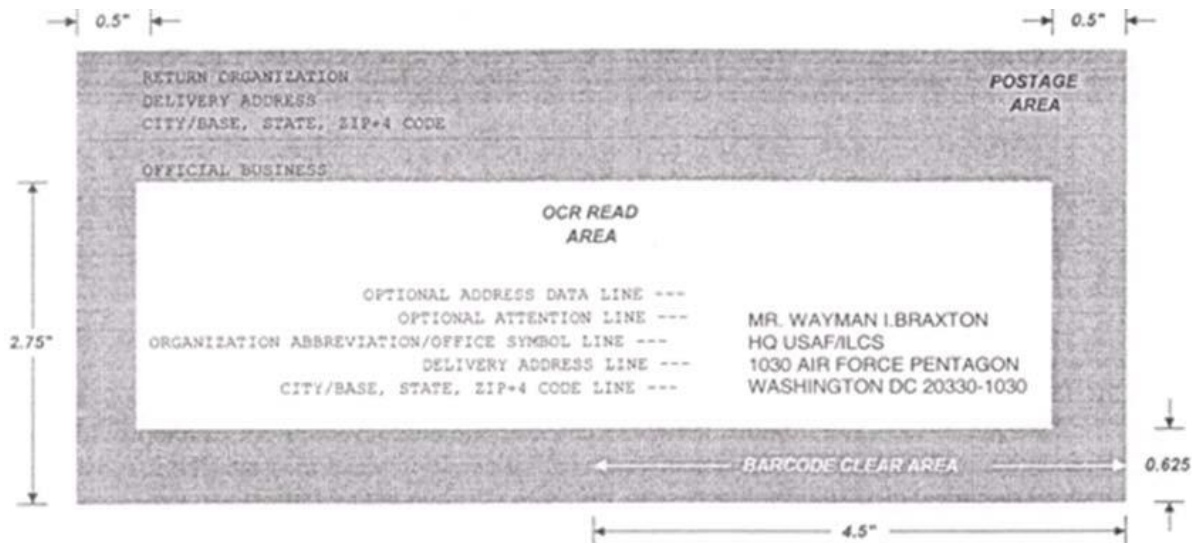
6.3.4.2. Optional Attention Line. Use this line to direct mail to a specific person.

6.3.4.3. Organization Abbreviation/Office Symbol Line. Use the organization abbreviation and office symbol separated by a virgule. Refer to the address directory for correct abbreviations.

6.3.4.4. Delivery Address Line. Use this line for the street or post office box number, and the room or suite number. Use authorized USPS abbreviations found in USPS Publication 28. Do not use punctuation on this line.

6.3.4.5. City or Base, State, ZIP+4 Code Line. Use the two-letter state abbreviations found in USPS Publication 28. Always include the ZIP+4 code in the address. Do not use commas between the city or base, abbreviation, and ZIP+4 code; the dash in the ZIP+4 code is the only punctuation used in the last address line. With overseas addresses, do not use the APO or FPO number and geographical location together; this will cause the mail to enter the international mail channels. Do not type any information below or to the right of the city, state, and ZIP+4 code address line.

**Figure 6.1. Envelope Address Position and Format.**



6.3.5. Return Address Format. Place the return address in the upper left corner of the envelope (see [Figure 6.2](#)). Follow the address format (see paragraph [6.3.4](#)). Use the complete mailing address. Type "OFFICIAL BUSINESS" beneath the return address (see DoDI 4525.8 /AFSUP).

6.3.6. **(Added-SCOTTAFB)** The upper middle area of mailing containers will be used to affix registered, certified, or insured numbers.

**Figure 6.2. Printing Addresses and Return Addresses.**

**6.4. Machine-Processed Mailing.** Limit the thickness of the envelope to 0.25 inch or less when sealed (about four sheets of bond paper or eight tissue weight sheets). Press envelope to remove air. Write “nonmachinable” above the address on the envelope if it is more than 0.25 inch thick (see DoD 4525.8-M/AFSUP).

**6.5. Mailing Labels, Cards, and Self-Mailers.** See DoD 4525.8-M/AFSUP.

**6.6. Preparation and Content of Mail Indicia.** See DoD 4525.8-M/AFSUP.

**6.7. Preparing Envelopes for Classified Material.** See DoD 5200.1-R and AFI 31-401.

## Chapter 7

### MESSAGE PREPARATION AND PROCESSING

**7.1. Introduction.** This chapter discusses preparing messages for the Defense Message System (DMS). The DMS is a flexible, network centric application layer system that provides high-grade, secure messaging and directory services capabilities. It provides message service to all DoD users (to include deployed tactical users), access to and from world wide DoD locations, and interface to other United States (US) Government agencies, allies, and defense contractors. The DMS will handle information of all classification levels (unclassified through TOP SECRET), compartments, and handling instructions. DoD mandates the use of DMS for all organizational messages. Organizational messages are communications exchanged between organizational elements in support of command and control, combat support, combat service support, and other functional activities (defined by each functional community). Organizational messages provide formal direction or establish a formal position, commitment, or response on behalf of an organization.

**7.2. Roles and Responsibilities.** The following roles and responsibilities are primary to the support of desktop DMS organizational messaging.

7.2.1. Originator's Responsibilities. The originator is the command or authority in whose name (organization) a message is sent. The originator implements the policy and procedures for preparing and releasing messages and imposes and/or adheres to MINIMIZE when imposed for record communications (see paragraph 7.7). The originator will:

7.2.1.1. Designate releasers to send DMS messages. Persons assigned to this function should have the appropriate clearance to handle the classification level of information received.

7.2.1.2. Appoint an administrator to make distribution on messages received, if duty is not assigned to the releaser and distribution is not made by automated means. See paragraph 7.10 on automated means of message distribution.

7.2.1.3. Ensure all personnel using DMS are properly trained.

7.2.2. Drafter's Responsibilities. The drafter prepares messages using the procedures outlined in this chapter and the checklist in Attachment 4. Drafters do not require a FORTEZZA card to draft messages but do need a DMS user agent software loaded on their workstation to add addresses to the draft message header. The drafter will:

7.2.2.1. Identify recipients' address for releaser.

7.2.2.2. Identify distribution instruction and restrictions.

7.2.2.3. Identify handling instructions.

7.2.2.4. Adhere to MINIMIZE when imposed for record communications (see paragraph 7.7).

7.2.3. Releaser's Responsibilities. The releaser is the individual authorized by the originator (commander) to release messages for that organization. The releaser requires a FORTEZZA card and a DMS user agent to release messages. The releaser will:

7.2.3.1. Verify the accuracy of the message format using the checklist at [Attachment 3](#).

7.2.3.2. Verify the recipients' address prior to transmission.

7.2.3.3. Set the military properties (i.e., precedence, classification, delivery report, etc.) of the message per paragraph [7.6](#)

7.2.3.4. Maintain a personal address book (PAB) for frequently used DMS addresses. This will save time when addressing DMS messages. To maintain accurate addresses, the PAB synchronization tool should be loaded on the DMS workstation (see local communications squadron for tool). **Note:** Creating a PAB for office use and saving on a shared drive would facilitate access by more than one person, but only by one person at a time. See [Attachment 5](#) on the process of creating and accessing a PAB on a common or shared drive.

7.2.3.5. Where assured delivery is required, request delivery report and/or retain read receipts in the military properties applicable tabs that relate to the released message in such a manner that they can readily be retrieved in conjunction with the subject message.

7.2.3.6. Enforce and/or adhere to MINIMIZE procedures when imposed for record communications.

7.2.3.7. Verify distribution instruction and restriction to the message.

7.2.4. Communications Squadron or Communications Support Organization Responsibilities. The communications squadron is responsible for the operation of DMS. The commander will:

7.2.4.1. Ensure customers' computers user agents designated for DMS are configured with current DMS software.

7.2.4.2. Establish end-user training program for the customers using <https://private.afca.af.mil/dms/>.

7.2.4.3. Establish error resolution procedures for resolving non-deliver of messages.

7.2.4.4. Establish procedures for issuance and retrieval of FORTEZZA card.

7.2.4.5. Provide certified message text editor software for customers.

7.2.4.6. Notify end-user when DMS components are degraded to the extent message traffic does not flow.

7.2.4.7. Provide automated profiling for message distribution and notification, per customer request.

7.2.5. Recipient/Addressee's Responsibilities. The *minimum* DMS capability for an organization is one FORTEZZA-based DMS account per each two letter at Headquarters Air Force/USAF/MAJCOM/ Numbered Air Force Headquarters, and one per each organization FOA/direct reporting unit (DRU)/base or wing. Each organization with a DMS account will:

7.2.5.1. Appoint a DMS organizational mailbox administrator to:

7.2.5.1.1. Ensure the DMS mailbox is managed to ensure messages are properly distributed and acted on according to message instructions. The mailbox may be managed manually or by automated profiling technology. See your local

communications support organization for automated profiling options (see paragraph 7.10).

7.2.5.1.1.1. Ensure DMS messages are distributed according to the distribution instructions contained in the message. Permission should be received from the originator to distribute messages outside of the organization.

7.2.5.1.1.1.1. To distribute messages to non-DMS accounts, convert the message to a simple mail transfer protocol (SMTP) (regular E-mail) by clicking on the “Convert” DMS ICON on the toolbar and then forward to the addressee within the base domain E-mail address from the Global Address List (GAL). Consider handling PERSONAL FOR messages sent to a DMS organization mailbox in this manner by converting the message and sending it to intended recipient’s personal SMTP account. Always request a read receipt on PERSONAL FOR messages.

7.2.5.1.1.1.2. To distribute message to DMS accounts, simply forward the message to a DMS address retrieved from the Directory Information Tree (DIT).

7.2.5.1.1.2. Adhere to MINIMIZE when imposed for record communications.

7.2.5.2. Reply to a DMS message as a DMS message, signed and encrypted.

7.2.5.2.1. Conduct regular mailbox cleanup. File DMS messages in accordance with AFRIMS RDS located at [https://afrims.amc.af.mil/rds\\_series.cfm](https://afrims.amc.af.mil/rds_series.cfm). **Note:** All DMS messages must be decrypted prior to electronically filing and access to these records must be limited to those with proper security clearance and need to know.

7.2.5.2.2. Handle messages according to its precedence level of the message. See paragraph 7.10. on handling guidelines.

7.2.5.3. When replying or responding to a DMS message outside of the base domain, respond as a DMS message, signed and encrypted.

**7.3. Message Preparation.** The United States Message Text Format (USMTF) provides the joint formats required for efficient and unambiguous data and information exchange and thus is required for all organizational messages. Draft the messages using certified message preparation software. Obtain the software from your local communications squadron. See **Attachment 6** for USMTF message preparation.

7.3.1. General Message Format. Prepare the message in sentence case. However, to avoid confusion in message text, recommend using upper case. Do not underline any part of the message. Limit punctuation symbols to dollar sign (\$), ampersand (&), open parenthesis ((), close parenthesis ()), dash (-), apostrophe (’), quotation mark (“”), period (.), colon (:), virgule (/), comma (,), question mark (?), and semicolon (;). Automatic Digital Network (AUTODIN) will accept other punctuation symbols in the message text; however, the receiving equipment may not be able to reproduce those symbols.

7.3.2. Message Staffing. DMS messages should be staffed using local policies for coordinating and releasing organizational electronic communications. DMS messages may be saved as an “Outlook Template”, “Message Format”, or “Text Only” file types and attached to the e-staffing package. In addition, the message may be saved in the Outlook draft folder

and attached to the e-staffing package. Each of the options, with the exception of Outlook Template file type, allows for easy review and editing. With Outlook Template, all changes during the review process require the reviewer to resave the file as an Outlook Template and reattach the saved file to the e-staffing package. **Note:** The default location when saving Outlook Template file types is usually the “Template” folder on the local hard drive. Recommend changing this location to one for your documents.

**7.4. Message Address Header.** The message header includes the fields for recipients, both action and information, and the subject. This area is not encrypted. Messages could be sent to a single organization address, DMS and/or plain language addresses (PLA), to a collective address, Mail List/Address List(ML/AL), or an Address Indicators Group (AIG). If the intended recipient is not listed in the DMS directory, send the message to the parent organization with distribution instruction to forward to the intended recipient. MLs/ALs and AIGs are only to be used for action addresses. Addresses are limited to 150 entries (a ML/AL or AIG is one entry) **Note:** An organization must be an authorized submitter of a ML/ AL or AIG to send to it. Authorization comes from the cognizant authority for the ML/AL or AIG.

7.4.1. **FROM Address:** Specify to the message recipient the identity of the message originator. Since DMS messaging is organizational, the FROM address must reflect the organization and office symbol. This address is retrieved from the GAL and inserted into the “FROM” field of the address header.

7.4.2. **TO Address:** Addresses must be selected from the DMS DIT and added to the PAB. Conducting a search operation is the recommended way to retrieve PLA and multiple DMS addresses from the DIT. See [Attachment 5](#) on creating and adding addresses to the PAB.

7.4.2.1. For DMS messages sent to another DMS address, retrieve addresses from the Organization-level of the DIT. Select the base, the specific organization, and office to send the message to. Add the entry to your PAB, by selecting the “Add to PAB” icon on the toolbar. Modify the display name.

7.4.2.2. For DMS messages sent to AUTODIN addresses, retrieve addresses from the AUTODIN PLA-level of the DIT under the DoD-level. The AUTODIN (Message Conversion System) Central Directory Component database (in synchronization with the DMS directory) is the authoritative source of PLA information. Modify the PLA address by adding the office symbol of the intended recipient in the PLA X.500 address. [Attachment 5](#) contains instructions on modifying the PLA. **Note:** Expanding any level under the AUTODIN PLA-level (clicking on the “+” to the left of the entry) is not advisable and may take several minutes to display due to the massive number of PLAs in the directory.

7.4.3. **INFORMATION or COPY Addresses (Courtesy and Blind Courtesy Copy):** Enter DMS addresses from the PAB that were retrieved from the DIT for each organization that needs the message for information purposes. Do not use AIGs or MLs/ALs as information addressees.

7.4.4. **Message Subject.** All organizational messages will have a subject. The subject should be a short description of the message. Since header information is not encrypted, do not include any information in the subject line that should be protected from unauthorized access.

7.4.4.1. The subject classification must precede the subject (i.e., (U) for UNCLASSIFIED, (C) CONFIDENTIAL, (S) SECRET, and (TS) for TOP SECRET). Subject classification cannot be higher than the classification level of the network transporting the message.

7.4.4.2. The subject line of messages addressed to AUTODIN recipients should also include a date-time group (DTG) after the subject for cross-referencing within AUTODIN. Use the format specified in paragraph 7.10.5.

**7.5. Message Text.** All organizational messages are prepared in plain text USMTF. See [Attachment 7](#) to ensure compliance with USMTF text format requirements.

**7.5.1. Message Size.**

7.5.1.1. The maximum size of a DMS to DMS organizational message shall not exceed 4.128 megabytes, to include attachments.

7.5.1.2. The maximum size of a DMS to AUTODIN organizational message shall not exceed 1,128 kilobytes.

**7.5.2. Security Classification.** The first and last line of the message will include the security classification. The classification must be followed by and preceded with a blank line, separating the classification lines from the rest of the message. Insert a space between each letter of the classification, except for unclassified.

7.5.2.1. As applicable, special handling designators, caveat phrases (i.e., PERSONAL FOR), flag words, code words, and the word exercise are also included in the first line. Example: UNCLAS PERSONAL FOR USAF CHIEF OF STAFF. Classified messages addressed to US activities for distribution to non-US activities must include releasability statements following the classification. Example: S E C R E T RELEASABLE TO NATO AS NATO SECRET.

7.5.2.2. For Exercise messages, always use the words “EXERCISE EXERCISE EXERCISE” as the last words of the message text.

**7.5.3. Delivery Instructions.** If used, identify the specific addressee for delivery. Type “FOR” followed by the name or position title when there is a specific person identified for delivery. Type “PASS TO” for address instructions to direct the message to a particular organization or unit.

**7.5.4. Action Suspense.** The action suspense indicates when you need to complete the required action. Use it only when necessary. Type “SUSPENSE” followed by the required date.

**7.5.5. Message Division.** You may divide a message into parts if portions of the message do not apply to all addressees. See the example in paragraph [7.5.8](#)

**7.5.6. References.** Use references only when they are essential. When using references, type their identification on the second or subsequent lines of text. Include the reference subject only when needed. If reference is made to several messages, letters, memorandums, or other documents, type each on a separate line. Identify the references as A., B., and so on.

**7.5.7. Main Body.** Keep the main body brief. Use the paragraph format, standard punctuation, abbreviations, and numbering as used in normal military correspondence. Begin

all lines, including the first line of subparagraphs, flush with the left margin. For classified messages, mark all paragraphs and subparagraphs with their classification (DoD 5200.1-R /AFI 31-401) in the same manner as normal correspondence. The last line of the text must include declassification or downgrading instructions.

7.5.8. Attachments. Any file type may be used as attachments for DMS to DMS messaging, however, only text-based USMTF attachments (AdatP3) can be attached to a DMS to AUTODIN message. When including attachments, be aware of the maximum size limitation (see paragraph 7.5.1). The message must be adhered to, as defined in paragraph 7.5.1

#### **EXAMPLE OF MESSAGE BODY:**

UNCLAS  
FOR (if needed)  
SUSPENSE (if needed)  
THIS MESSAGE IS IN THREE PARTS  
PART ONE FOR PACAF  
PART TWO FOR AETC  
PART THREE FOR ALL  
REF (if needed)  
1. MESSAGE TEXT.  
UNCLAS

**7.6. Military Message Properties Fields.** Military message properties must be assigned to each organizational message prior to release. In order to assign message properties, the releaser must be logged into his/her FORTEZZA card. The Military Message Properties are assigned by selecting the Military Message icon from the toolbar of the message. Find an overview of information in each Tab going to that Tab and clicking on the “?” in the upper right corner of the window. The following areas are required:

##### **7.6.1. Military Tab.**

###### **7.6.1.1. Basic Properties.**

7.6.1.1.1. Primary Precedence specifies the urgency of the subject to the primary recipients, and those who have the responsibility to act on the delivered message (addressee in the “TO” field). See [Table 7.1](#) for criteria on selecting precedence levels.

7.6.1.1.2. Copy Precedence. Since the message is provided for informational purpose for copy recipients and a notification of receipt is not required, the precedence level should be set at no higher than “ROUTINE”.

**Table 7.1. Military Precedence/Grade of Delivery.**

<b>Military Precedence</b>	<b>Criteria</b>	<b>DMS Grade of Delivery</b>	<b>Assumed Message Length (in characters)</b>	<b>Speed of Service (DMS backbone objective)</b>
Routine	General message traffic	Non-Urgent	2,000,000	8 hrs
Priority	Conduct of operations in progress and other urgent matters	Normal	2,000,000	20 min
Immediate	Relates to situations that gravely affect the security of US armed forces	Normal	1,000,000	20 min
Emergency Command Precedence (ECP), Flash, Critic (High Precedence Levels)	Relates to national emergencies, initial enemy contact, or operational combat messages of extreme urgency	Urgent	5400 (Critic/ECP) 7000 (Flash)	3 min

7.6.1.1.3. Classification. Select overall classification for the message. Classification options are determined by classification level of the network and must match the classification in the first line of the message body. These options are specific to the role on the user's FORTEZZA card and selection can only be made if logged into the FORTEZZA card.

7.6.1.1.4. Message Type. For general organizational messages select the option, Other Organizational. Select other options as applicable followed by an identification of the specific exercise, operation, project, or drill in the Name field.

7.6.1.2. Security Level. Select "Digitally sign the message" and "Encrypt message contents and attachments."

7.6.1.3. Delivery Options. Deselect any option in this area.

7.6.2. Message Tab. Request read receipt for all messages for assured deliverability. Select "All" or "Explicit Recipients" from the drop down menu.

7.6.3. Per Recipient Tab. Request a delivery report for each recipient by highlighting each recipient in the Recipients box and selecting Delivery report. **Note:** Delivery report does not imply the recipient has read the message, only that it has been delivered to the Mailbox on the Group Ware Server.

7.6.4. Advanced Tab. Under Conversion Options, select "Allow applicable conversions on this message" to allow the recipient to convert the message for onward distribution to non-DMS addresses.

7.6.5. Information Tab. When sending to an AUTODIN PLA, enter local release time and date in the “Client/Local Release Time & Date” field, using local, 24-hour time in the format hh:mm MM/DD/ YY; Example: 14:00 09/02/01. Click the OK button and go back into the Information tab. The Universal Time Coordinated “(UTC) Release Time & Date” field is automatically filled in for you. This becomes the DTG in AUTODIN. Convert this time to the DTG and include in the message subject line for DMS to AUTODIN messages. The format to use for DTG is “ddhhmmZ MMM YY”. The “dd” is the first two digits representing the date of the current month, the next four digits represent the UTC (or ZULU) time in the UTC Release Time & Date field, followed by the letter “Z” (for ZULU), a space, the first three letters of the current month, a space, and the last two digits in the year. Example: 021400Z SEP 04.

**7.7. MINIMIZE.** Commanders impose MINIMIZE for record communications within their area of responsibility unless specified or denied by appropriate higher authority. Users of DMS must adhere to MINIMIZE when imposed for record communications. MINIMIZE may be imposed during crisis situations in order to reduce the system traffic load, and to ensure that essential traffic can be processed in a timely manner. The originator is responsible to ensure MINIMIZE is considered and imposed on all messages released during the MINIMIZE period. When MINIMIZE is imposed, commands will:

7.7.1. Identify specific messaging restrictions, i.e., minimum precedence level of messages transmitted within the affected area.

**7.8. Non-Delivery of Messages.** If a message does not reach its intended recipients, non-delivery notices (message rejects) are returned to the DMS organizational mailbox that the message was sent from. If the non-delivery was due to user error, refer back to message preparation sections for clarification. If the non-delivery was due to the system, report them to your work group manager or network control center for resolution. [Attachment 8](#) provides the most common non-delivery notices and resolution.

**7.9. FORTEZZA Card.** The FORTEZZA card provides the high assurance cryptographic services to the DMS applications. It contains certificates to provide for confidentiality, user identification, and authentication. It allows for multiple user identities or roles. Only organizational message releasers require a FORTEZZA card.

7.9.1. The Personal Identification Number and FORTEZZA card should never be stored in the same location to prevent unauthorized use of the card and DMS.

7.9.2. For Windows NT operating systems, the FORTEZZA card must be in the PCMIA card reader when the computer is powered on.

**7.10. Message Distribution and Handling.** The Air Force has adopted the Defense Message Dissemination System as a means to automate the dissemination of incoming message traffic and to assist commands with notification of 24x7 high-precedence message traffic.

7.10.1. High precedence messages require preferential handling due to the urgency and critical nature of the subject matter and notification is immediately upon receipt. High precedence messages are CRITIC, ECP, and FLASH. Assignment of precedence is the responsibility of the originator. Action is taken on high-precedence messages ahead of all other messages. See your local communications squadron for more information. The following guidelines are provided to properly handle precedence messages:

7.10.1.1. Each base or site must establish/identify a location to receive and make notification on high-precedence message traffic, i.e., CRITIC, ECP, and FLASH precedence messages. The Command Post or Center is the preferred location.

7.10.1.2. Automated notification for high precedence message traffic is prohibited.

7.10.2. Organizations will develop procedures for Immediate and Priority Message notifications. Automated notification during off-duty hours is authorized.

7.10.3. Routine Messages are processed and handled according to local procedures.

## Chapter 8

### COMMUNICATIONS MANAGEMENT FORMS

**8.1. AF Form 74, Communication Status Notice/Request.** Use this form to let senders know the status of their correspondence. You may document comments on the record copy. You may use the AF Form 74 Remarks section for notification of official Air Force business other than communications status, as authorized by your MAJCOM. You can use the form as a postcard between activities serviced either by the military distribution system or the USPS.

**8.2. AF Form 388, Communication Control Record.** Use the AF Form 388 only when you require formal suspense controls. Use it when you receive correspondence and need to assign action within your office or to a lower office, or use it to track correspondence requiring a reply by a specific date. When you use the AF Form 388:

8.2.1. File the original or a copy by the suspense date and attach all other copies to the correspondence.

8.2.2. Show any extension of the suspense date on the form and refile accordingly.

**8.3. AF Form 1768, Staff Summary Sheet.** Use the AF Form 1768 to summarize staff work, to request action, or to forward information. Since it often contains several handwritten notes before reaching the approval authority, AF Forms 1768 do not require the same level of perfection (error-free typing, etc.) as the correspondence they may cover. Correct errors neatly and legibly in ink if the content and meaning are still legible and clear. Generally, limit it to one page. Use plain bond paper if an additional page is required (see [Figure 8.1](#)). If more than ten offices coordinate on the original, use a blank AF Form 1768, and renumber the TO block, starting with 11. Complete the AF Form 1768 through the subject and attach it behind the original AF Form 1768. See [Figure 8.2](#) for assembling SSS packages. Coordination is as follows:

8.3.1. When you agree with the proposed action, sign your surname, rank or grade, and date on the bottom line if you are the addressee; sign on the top line if you are not the addressee.

8.3.2. When you do not agree with the proposed action, write a memorandum to the action office stating your reasons and write in ink “See Memorandum” in the signature column of the AF Form 1768 after your office symbol. Attach your memorandum and return it to the action office.

8.3.3. Try to resolve all differences when you receive a non-concurrence on an AF Form 1768.

8.3.3.1. If you cannot resolve the differences, the action officer must write a rebuttal memorandum to the approval authority which states differences discussed with the nonconcurring official and explains why you cannot change the proposed action. Attach the rebuttal memorandum and the non-concurrence memorandum as the last tab to the original AF Form 1768, and annotate in pen the additional tab under the list of tabs. Send it to the next addressee shown on the AF Form 1768.

8.3.3.2. If you resolve differences and no changes are made to the AF Form 1768 or to any attachments, the previously nonconcurring official shows concurrence by marking

through the statement “See Memorandum” and signing surname, rank or grade, and date. The action officer annotates “Differences resolved and no changes needed” on the non-concurrence memorandum, initials the statement, and attaches this memorandum to the record or coordination copy. Route the AF Form 1768 to the next addressee shown on the form.

8.3.3.3. If you resolve your differences and changes are made to the AF Form 1768 or to any attachments, the action officer must prepare a new AF Form 1768 and coordinate it as a new package with all offices.

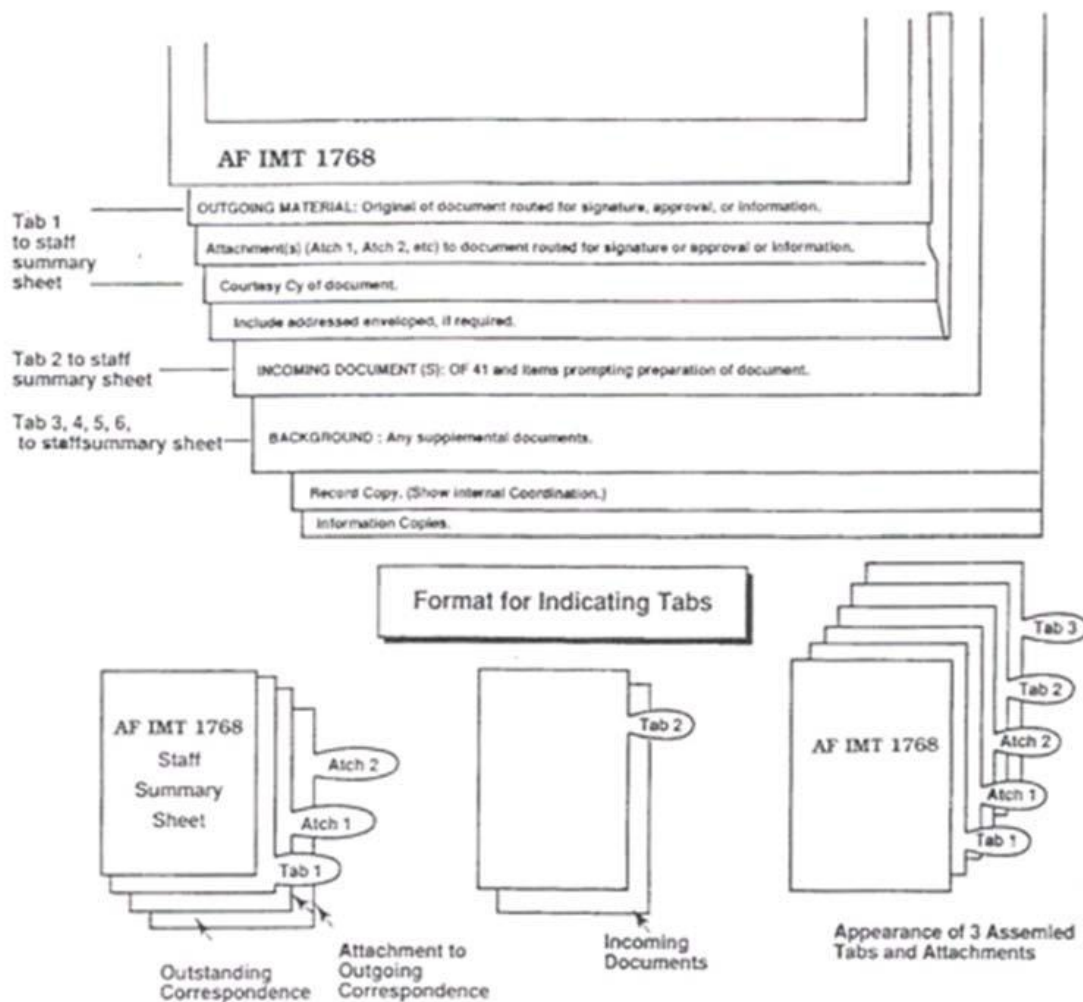
Figure 8.1. Sample AF Form 1768, Staff Summary Sheet, and Instructions.

3 STAFF SUMMARY SHEET							
1		2		3		4	
TO	ACTION	SIGNATURE (Surname), GRADE AND DATE	TO	ACTION	SIGNATURE (Surname), GRADE AND DATE	TO	ACTION
1 AF/LG	Coord	Harris, Col //Signed// 4 Aug 99	6				
2 AF/XO	Coord	Johnson, Col //Signed// 5 Aug 99	7				
3 AF/DP	Coord	Davis, Col //Signed// 9 Aug 99	8				
4 AF/PE	Appr	Miller, Col //Signed// 9 Aug 99	9				
5 AF/CC	Sig	Alston, Col //Signed// 12 Aug 99	10				
SURNAME OF ACTION OFFICER AND GRADE		SYMBOL		PHONE		TYPIST'S INITIALS	
Lt Col Wilkins		INYC		614-2166		slb	
4		5		6		7	
SUBJECT						DATE	
Perparation of the Staff Summary Sheet (SSS)						19990803	
9						10	
SUMMARY							
<p>1. The SSS introduces, summarizes, coordinates, or obtains approval of signature on a staff package. It should be a concise (preferably one page) summary of the package. It states the purpose, pertinent background information, rationale, and discussion necessary to justify the action desired.</p> <p>2. The SSS is attached to the front of the correspondence package. If an additional page is necessary, prepare it on plain bond paper. Use the same documents attached or any tabs that are not self-explanatory. If they are self-explanatory, say so. Attach a copy (or extract of appropriate portion) of any document you reference.</p> <p>3. List attachments to the SSS as tabs. List the document for action as Tab 1. List incoming letter, directive, or other paper -if any- that prompted the preparation of the SSS as Tab 2. (NOTE: If you have more than one document for action, list and tab them with as many numbers as you need and then list the material you are responding to as the next number. For example: Tabs 1 and 2 for signature; Tab 3 incoming document.) List supplemental documents as additional tabs, followed by the record/coordination copy, and information copies. If nonconcurrence is involved, list it and the letter of rebuttal as the last tab.</p> <p>4. VIEW OF OTHERS. Explain concerns of others external to the staff (i.e., OSD, Army, Navy, State, etc.). For example: "OSD may disapprove of this approach."</p> <p>5. OPTIONS. If there are significant alternative solutions, explain the options. For example: "Buying off-the-shelf hardware will reduce costs 25%, but will meet only 80% of our requirements."</p> <p>6. RECOMMENDATION. Use this caption when SSS is routed for action. State the recommendation, include action necessary to implement it in such a way that the official need only coordinate, approve, or disapprove the recommended action, or sign the attachment. Do not recommend alternatives. Do not use this caption when the SSS is being submitted for information only.</p>							
12 //Signed// Thomas P. Moore, Colonel, USAF DCS, Intelligence Ext. 614-1234				14 2 Tabs 1. Proposed Memo 2. HQ AETC/CC Memo, 5 Jul 94 w/Atch			

**NOTES:**

1. List offices in the order that they should coordinate, approve or sign.
2. Show the action desired in this column (Coord [Coordination], Appr [Approval], Sig [Signature]). Use Info (Information), when the AF Form 1768 is submitted for information only. (**Note:** Usually show only one Appr entry and one Sig entry.)
3. Show coordination or approval with signature and date in the signature column.
4. Enter action officer's grade and last name.
5. Enter action officer's office symbol.
6. Enter the action officer's telephone number.
7. Enter the initials of the typist.
8. Enter the suspense date, if any.
9. Enter subject; use the same subject as for the attached correspondence.
10. Type or stamp date at time of dispatch from the signing official's office.
11. Number, letter, and space paragraphs the same as the official memorandum.
12. An authority line is not used on an AF Form 1768.
13. Signature is optional. When used, the official signs before coordination. Place the signature element flush with the left margin as shown.
14. Briefly list the correspondence attached. Use blank pages labeled as Tabs to separate major groups of information. Likewise, indicate attachments with labeled pages between the tabs as needed. Insert documents for signature, approval, or information at Tab 1. Insert any incoming correspondence, directive, or other paper to which the action officer is responding at Tab 2. Insert supplementary documents or correspondence at Tab 3, Tab 4, etc.

Figure 8.2. AF Form 1768, Staff Summary Sheet, Arranging the Package.



## Chapter 9

### AIR FORCE ADDRESS DIRECTORY

**9.1. Purpose of the System.** The address directory contains official addresses of Air Force activities. These addresses include the complete mailing address for all major Air Force organizations and the PLA for messages; and the Defense Switched Network (DSN) telephone numbers and FAX numbers for some units. Using the correct address allows for direct delivery of communications and parcels to the desired addressee and expedites the processing and delivery of communications. Reference the address directory for the correct mailing address when preparing envelopes.

**9.2. Access to the Directory.** The address directory is located on the WWW at <https://private.afca.af.mil/afdir/index.cfm>. The intent of the address directory is to provide Air Force and other government users a simple and easy way to obtain address information on an occasional basis. Users who require an off-line electronic copy of the directory may download a copy from the site. Users who do not have access to the WWW and require a copy should contact their local Defense Automated Printing Service. Non-military and non-government users who do not have access to the directory and require a copy may submit a Title 5 United States Code (U.S.C.) § 552 request to HQ AFCA/CCQI, 203 W. Losey St., Room 1004, Scott AFB IL 62225-5222. Direct specific questions about the address directory through appropriate channels to HQ AFCA/EAL.

**9.3. Preparing Communications for Dispatch.** Place the organization abbreviation, office symbol, street address, room or suite number, geographic location, and ZIP+4 code on the envelope as shown in **Chapter 6**. The term headquarters (HQ) is a part of the official title of units at group-level and above according to AFI 38-101, *Air Force Organization*. Use HQ as part of the mailing address when corresponding with staff elements at MAJCOM and HQ USAF organizations. Do not use the term HQ when corresponding with the office of the commander, vice commander, or chief of staff.

#### EXAMPLE:

#### Complete Mailing Address for 8th Air Force Logistics, Barksdale AFB LA

HQ 8 AF A4/A7  
245 DAVIS AVE RM 100  
BARKSDALE AFB LA 71110-2280

#### 9.4. Functional Area Responsibilities.

9.4.1. Technical Architecture (HQ AFCA/EAL). HQ AFCA/EAL develops, manages, and provides guidance for the address directory. It creates accounts for MAJCOM, FOA, and DRU address managers, and it may create accounts for base-level address representatives, when necessary. It also examines address data for consistency.

9.4.2. MAJCOM, FOA, and DRU Communications and Information (SC) Staffs. Headquarters SC staffs appoint address managers and inform HQ AFCA/EAL of address manager appointments.

9.4.3. MAJCOM, FOA, and DRU Address Managers (MAJCOM Rep). These managers implement and monitor the system within their command or agency. They are responsible for addresses of units assigned to the respective MAJCOM. They verify that addresses are correct and may add, change, or delete addresses. They also create accounts for base-level address representatives.

9.4.4. Base-Level Address Representatives (Base Rep). These representatives are responsible for addresses of units on the respective base including tenant units. They may add, change, or delete addresses. They enter address information consistent with data entry instructions.

## 9.5. System Data Maintenance.

9.5.1. Minimum Address Records. At a minimum, the address directory must contain all addresses for Air Force activities that receive official mail at a separate address and Air Force activities that have a unique PLA. Do not include sensitive addresses.

9.5.2. Requesting Address Updates. Organizations should contact the respective Base Rep to request address updates. The organization should contact the respective MAJCOM Rep if there is no Base Rep.

### 9.5.3. Address Fields:

9.5.3.1. Organization Field (Required). Contains the name of the organization written in its entirety. For example, use 35TH FIGHTER WING versus 35 FW; AIR FORCE PENTAGON COMMUNICATIONS AGENCY versus AFPCA. Use Arabic numerals to designate units up to and including wings, and add *th*, *d* or *st* to the number. Spell out the number for numbered air forces; for example, 19TH LOGISTICS GROUP, and NINTH AIR FORCE. The term “Headquarters” is a part of the official title of units at group-level and above. Use “Headquarters” as part of the organization name with staff elements at MAJCOM and HQ USAF organizations; do not use “Headquarters” as part of the organization name with the office of the commander, vice commander, or chief of staff.

9.5.3.2. Abbreviation Field (Required). Contains the abbreviated name of the organization. Use standard abbreviations and office symbols (see Air Force Address Directory, Abbreviations page). Use Arabic numerals for all numbered organizations. Abbreviate “Headquarters” as “HQ.” For example use 35 FW versus 35TH FIGHTER WING; AFPCA versus AIR FORCE PENTAGON COMMUNICATIONS AGENCY; 9 AF versus NINTH AIR FORCE.

9.5.3.3. MAJCOM Field (Required). Contains the abbreviation of the MAJCOM to which the organization reports. Do not duplicate the abbreviation of the organization in this field unless the organization is the headquarters of the MAJCOM, FOA, or DRU.

9.5.3.4. Site Field (Required). Contains the name of the Air Force base, military installation, or city where the organization resides. For example: KIRTLAND AFB or NEW MEXICO.

9.5.3.5. Street Address 1 Field (Required). Contains the delivery address of the organization. For example: 311 ELDORADO AVE STE 35. Use only approved abbreviations as shown in USPS Publication 28. Avoid use of punctuation such as commas, etc.

9.5.3.6. Street Address 2 Field (Optional). Use this field when second delivery address line is needed, such as an address requiring the Air Force base name and the city name.

9.5.3.7. Address Type Field (Required). Select the appropriate designation of Continental United States APO or FPO.

9.5.3.8. State Field (Required). Contains the abbreviation of the state or geographic area where the organization resides. Use standard state abbreviations (see USPS Publication 28). If the Address Type is APO or FPO, then enter AE, AP, or AA. AE designates Armed Forces in Europe, the Middle East, and Africa. AP designates Armed Forces in the Pacific. AA designates Armed Forces in Central America and South America.

9.5.3.9. Postal Code Field (Required). Contains the ZIP+4 code for the organization. Always provide the 9-digit ZIP codes.

9.5.3.10. E-mail Address (Optional). Contains the SMTP E-mail address for the organization (e.g., [afca.eal@scott.af.mil](mailto:afca.eal@scott.af.mil)). Do not include individual E-mail addresses.

9.5.3.11. Web Address Field (Optional). Contains the URL for an organizational web page. Omit “http://” when you enter the URL; (e.g., enter “[www.safxc.af.mil](http://www.safxc.af.mil)”) rather than “http:// [www.safxc.af.mil](http://www.safxc.af.mil)/.” The prefix “http://” will be appended automatically.).

9.5.3.12. Message Field (Optional). Contains the PLA for the organization.

9.5.3.13. DSN Voice Field (Optional). Contains the DSN voice telephone number for the organization (e.g., 425-6114).

9.5.3.14. DSN FAX Field (Optional). Contains the DSN fax telephone number for the organization (e.g., 425-7566).

9.5.3.15. COMM Voice Field (Optional). Contains the commercial voice telephone number for the organization (e.g., 703-588-6114). When the commercial voice telephone number is provided, the area code should always be provided as part of the number. Separate the area code and the telephone number by dashes.

9.5.3.16. COMM FAX Field (Optional). Contains the commercial fax telephone number for the organization (e.g., 703-588-7566). When the commercial fax telephone number is provided, always provide the area code as part of the number. Separate the area code and the telephone number by dashes.

9.5.3.17. Managed By Field (Optional). Contains the name of the Air Force base that updates the record. Base representatives can search on this field to quickly find addresses that they update.

**9.6. Standard Office Symbols and Standard Organization Abbreviations.** This system maintains the lists of standard office symbols and standard organization abbreviations. Use approved standard organization abbreviations to abbreviate the organization name, and standard office symbols on correspondence, messages, forms, etc. See **Chapter 10** for instructions to request new, or changes to, standard organization abbreviations and standard office symbols.

**9.7. United States Postal Service (USPS) Abbreviations.** Use abbreviations as specified by the USPS. Refer to USPS Publication 28 for lists of standard postal abbreviations.

## Chapter 10

### STANDARD OFFICE SYMBOLS AND STANDARD ORGANIZATION ABBREVIATIONS

**10.1. Standard Office Symbols.** Office symbols identify the organization structure and functional responsibility of an office. Major functions have two-letter symbols, e.g., surgeon--SG. Since basic functions report to major functions, basic functions have three-letter (or more) symbols, e.g., dental--SGD. A basic function's office symbol starts with the same letters as the parent function's office symbol, and adds one more letter.

10.1.1. An office symbol used within only one MAJCOM or FOA is a command-unique office symbol. **Note:** For office symbols used in the Manpower data system to reflect organization structure, sometimes referred to as Organization Structures Codes, command unique office symbols are being phased out in most cases and most office symbol will become an Air Force standard symbol in that system.

10.1.2. An office symbol used by more than one MAJCOM is a standard office symbol. Standard office symbols simplify addressing, effectively express organization function, and allow writers to communicate across the Air Force. The list of standard office symbols is maintained in the Air Force Address Directory (see [Chapter 9](#)).

**10.2. Standard Unit Designation Abbreviations.** The list of standard unit designation abbreviations is maintained in the Air Force Address Directory. See AFPD 38-5, *Unit Designations*, for guidance on requesting and/or changing unit designations themselves.

**10.3. Unit Designation Abbreviation and Office Symbol Use.** Use approved unit designation abbreviations and office symbols on correspondence, messages, forms, etc. When addressing an office, add the numerical designation and organization abbreviation before the office symbol, and separate the two with a virgule (e.g., 375 LRS/LGR or HQ ACC/A6). Emphasize the use of CC for organizational commanders. (**Note:** While command relationship must be stressed at base-level, communications between MAJCOM and HQ USAF functional entities, particularly messages, need to use functional office symbols [e.g., A4, A6, A7, etc.]. Never use both symbols on the same communication [e.g., the contracting squadron commander can use either CC when acting as a unit commander or LGC to represent the functional role as chief of contracting]).

#### 10.4. Assigning Office Symbols.

10.4.1. The official list of standard office symbols is maintained in the Air Force address directory (see [Chapter 9](#)). Standard office symbols are based on AFI 38-101 and departmental directives issued by HQ USAF that outline organizational and functional structure. MAJCOM and FOA communications and information staffs provide lists of command-unique office symbols to HQ AFCA/EAL. When possible, office symbols share the same letters and titles at HQ USAF, MAJCOM, and base-level (with the exception of A-staff office symbols that are used mainly in HQ USAF, MAJCOM headquarters, Numbered Air Force headquarters and Component Headquarters organizations).

10.4.2. Each major function within the Air Force is assigned a two-letter office symbol; wing staff, group, and squadrons within the operations group and mission support group will have two-letter office symbols. Basic functions are assigned three-letter (or more) office

symbols. Some major functions include basic functions that are similar in title and function to another major function (e.g., the major function of manpower and personnel, A1, may have a basic function of plans). Since all office symbols within a function must start with the same two letters, the personnel plans function should use the office symbol A1X rather than XP so that the basic function is not confused with a major function.

10.4.3. The Chief of Staff has approved a standardized A-staff structure for use in applicable HQ USAF, MAJCOM headquarters, Numbered Air Force headquarters and Component Headquarters organizations. This is patterned on the J-staff structure used in joint organizations and is designed to improve communication within the Air Force and with other DoD organizations. Functions not covered by the standardized A-staff structure maintain their current office symbols (e.g., FM, JA, SG, PA, etc.). Base-level organizations do not use A-staff office symbols. To vary from this, requires Air Force functionals to request approval from HQ USAF/A1 and SAF/XC. Major A-staff break-outs are shown below. Standardized A-staff symbols below this level are shown in the Air Force Address Directory:

### **10.5. Functional Area Responsibilities.**

10.5.1. SAF/XCPP establishes communications and information policy, ensures procedures are established, and approves new, and changes to, standard office symbols and standard unit designation abbreviations.

10.5.2. HQ AFCA/EAL maintains the official lists of standard office symbols and standard unit designation abbreviations. It provides guidance for the system.

10.5.3. MAJCOM and FOA communications and information staffs, HQ USAF/A1MO, and HQ USAF major functions may propose new command-unique or standard office symbols. Send requests to HQ AFCA/EAL. AFCA/EAL coordinates with HQ USAF/A1MO and HQ USAF major functions to establish new command-unique or standard office symbols.

10.5.4. Do not use proposed new command-unique or standard office symbols until approved through the appropriate channels.

### **10.6. Requesting Office Symbols and Unit Designation Abbreviations.**

10.6.1. Since titles can be misleading, organizations must request office symbols and unit designation abbreviations from their local communications and information staffs. Requests must include functional statements, organizational charts, and whenever possible, proposed office symbols. Organizations must use current standard office symbols or command-unique office symbols when they reorganize. Once approved, organizations will include the old office symbol with the new office symbol when announcing reorganizations.

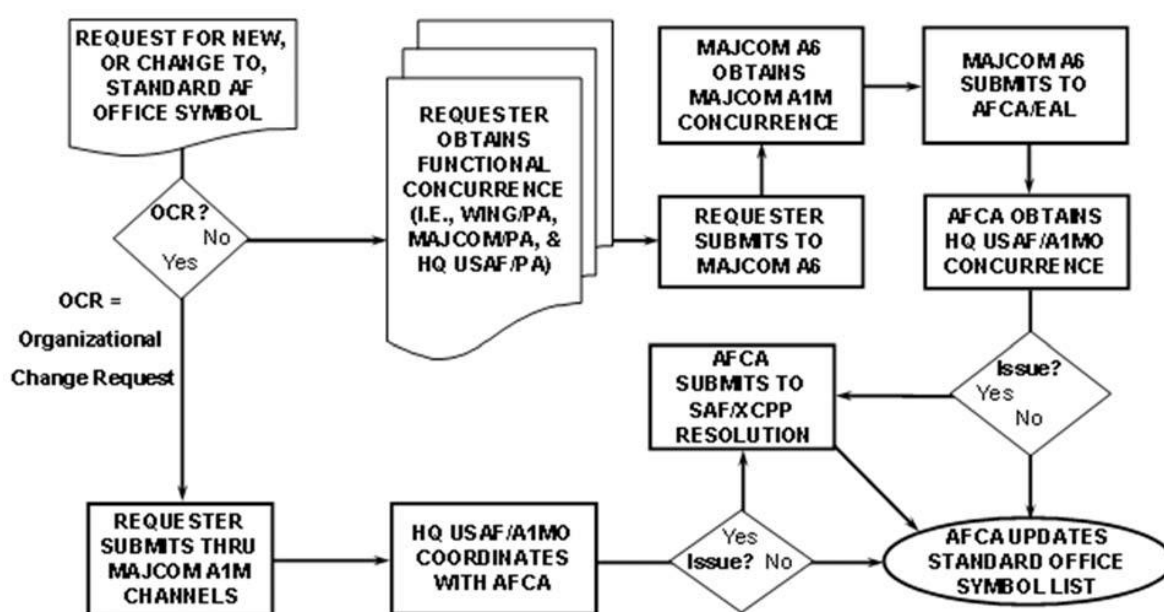
10.6.2. Requests involving an organizational change request (e.g., unit activation, inactivation, re-designation, or variation to a standard organization) will follow request procedures established in AFI 38-101.

10.6.3. Local communications and information staffs must coordinate requests with MAJCOM communications and information staffs before assigning new office symbols and abbreviations. MAJCOM and FOA communications and information staffs establish procedures for coordinating and establishing new command-unique office symbols. Do not create command-unique office symbols that duplicate or conflict with standard office symbols.

10.6.4. MAJCOM and FOA communications and information staffs inform HQ AFCA/EAL when establishing new command-unique office symbols and abbreviations, and provide current lists of command-unique office symbols.

10.6.5. MAJCOM and FOA communications and information staffs, HQ USAF/A1MO, and HQ USAF major functions may propose new, or changes to, standard office symbols and standard unit designation abbreviations (see [Figure 10.1](#)).

**Figure 10.1. Office Symbol/Abbreviation Change Process.**



10.6.5.1. Organizations submit requests for new/changes to standard office symbols to HQ AFCA/EAL. Organizations at HQ USAF-level may submit requests directly to AFCA. MAJCOM and FOA communications and information staffs must obtain coordination from the respective MAJCOM Manpower, Organization and Resources (A1M) office and appropriate MAJCOM major function. Organizations below MAJCOM-level must obtain MAJCOM concurrence, via a source document, prior to submission to AFCA. Requests involving an organizational change request (e.g., unit activation, inactivation, redesignation, or variation to a standard organization) follows procedures established in AFI 38-101.

10.6.5.2. HQ AFCA/EAL coordinates requests to establish new standard office symbols and standard unit designation abbreviations with HQ USAF/A1MO, the

appropriate HQ USAF major functions, and obtains approval from SAF/XCPP. HQ AFCA/EAL updates the official lists of standard office symbols and standard unit designation abbreviations after receiving approval from SAF/XCPP.

10.6.6. Organizations will not use office symbols and organization abbreviations until approved through the appropriate channels.

#### **10.7. Information Collection, Records, and Forms:**

10.7.1. Information Collections. No information collections are created by this publication.

10.7.2. Records. Retain and dispose of these records according to the AFRIMS RDS, Table 37-11, Rule 16, located at [https://afrims.amc.af.mil/rds\\_series.cfm](https://afrims.amc.af.mil/rds_series.cfm) (see paragraph A3.1.4.7.)

10.7.3. Forms Adopted or Prescribed:

10.7.3.1. Forms Adopted. AF Form 847, Recommendation for Change of Publication.

10.7.3.1. **(SCOTTAFB)** Forms Adopted. DD Form 844, *Duplicating Service, Requisition for Local*.

10.7.3.2. Forms Prescribed. AF Form 74, Communication Status Notice/Request; AF Form 388, Communication Control Record; AF Form 1768, Staff Summary Sheet.

MICHAEL W. PETERSON, Lt Gen, USAF  
Chief of Warfighting Integration and Chief Information Officer

**(SCOTTAFB)**

GARY P. GOLDSTONE, Colonel, USAF  
Commander

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

Title 5, U.S.C. Section 552

Title 18, U.S.C. Section 506

PL 104-13, *Paperwork Reduction Act of 1995*

NATO STANAG 2066 (Edition 5), *Layout for Military Correspondence*, 22 June 1990

JP 1-02, *Department of Defense Dictionary of Military and Associated Terms*, 14 April 2006

ACP 100/US SUPP 2, *Instructions for Collective Addressing Management for Legacy and Defense Message Systems*, November 2005

DoDI 5330.2, *Specifications for DoD Letterheads*, February 13, 1984

DoD 5200.1-R, *Information Security Program*, January 14, 1997

DoDI 4525.8/AFSUP 1, *DoD Official Mail Management*, 20 March 2006

DoD 5400.7-R/AFSUP 1, *DoD Freedom of Information Act Program*, 24 June 2002

AFDD 1-2, *Air Force Glossary*, 11 January 2007

AFPD 33-3, *Information Management*, 28 March 2006

AFPD 38-5, *Unit Designations*, 1 July 1996

AFI 31-401, *Information Security Program Management*, 1 November 2005

AFI 33-119, *Air Force Messaging*, 24 January 2005 (Incorporating Through Change 3, 18 May 2007)

AFI 33-321, *Authentication of Air Force Records*, 27 July 2006

AFI 33-324, *The Information Collections and Reports Management Program; Controlling Internal, Public and Interagency Air Force Information Collections*, 1 June 2000

AFI 33-328, *Administrative Orders*, 16 January 2007

AFI 33-332, *Privacy Act Program*, 29 January 2004

AFI 33-360, *Publications and Forms Management*, 18 May 2006 (Incorporating Change 1, 20 March 2007)

AFI 38-101, *Air Force Organization*, 4 April 2006 (Incorporating Through Change 2, 20 July 2006)

AFI 51-604, *Appointment to and Assumption of Command*, 4 April 2006

AFI 84-105, *Organizational Lineage, Honors and Heraldry*, 1 February 2006

AFMAN 23-110, *USAF Supply Manual*, 1 July 2006

AFMAN 37-123, *Management of Records* (will become AFMAN 33-363), 31 August 1994

AFH 33-337, *The Tongue and Quill*, 1 August 2004

HQ USAF HOI 33-3, *Information Workflow Management and Correspondence Preparation*, 31 May 2002

USPS Publication 28, *Postal Addressing Standards*, July 2006

***Abbreviations and Acronyms***

**ACP**—Allied Communications Publication

**AF**—Air Force (when used on forms)

**AFC2ISRC**—Air Force Command and Control and Intelligence, Surveillance and Reconnaissance Center

**AFCA**—Air Force Communications Agency

**AFD**—Automated File Designator

**AFDD**—Air Force Doctrine Document

**AFH**—Air Force Handbook

**AFHRA**—Air Force Historical Research Agency

**AFI**—Air Force Instruction

**AFMAN**—Air Force Manual

**AFPD**—Air Force Policy Directive

**AFRIMS**—Air Force Records Information Management System

**AFSUP**—Air Force Supplement

**AIG**—Address Indicator Group

**AL**—Address List

**ANG**—Air National Guard

**APO**—Army Post Office; Air Force Post Office

**AUTODIN**—Automatic Digital Network

**BITC**—Base Information Transfer Center

**BITS**—Base Information Transfer System

**BMTA**—Backbone Message Transfer Agent

**BMTAPGWS**—Backbone Message Transfer Agent Primary Groupware Server

**cc**—courtesy copy

**CC**—Commander

**CMSgt**—Chief Master Sergeant

**COE**—Common Operating Environment

**CSA**—Client Support Administrator

**DII**—Defense Information Infrastructure

**DIT**—Directory Information Tree  
**DMS**—Defense Message System  
**DN**—Distinguished Name  
**DoD**—Department of Defense  
**DoDI**—Department of Defense instruction  
**DRU**—direct reporting unit  
**DSN**—Defense Switched Network  
**DTG**—date time group  
**E-mail**—electronic mail  
**ECP**—emergency command precedence  
**FAX**—facsimile  
**FOA**—field operating agency  
**FPO**—Fleet Post Office  
**GAL**—Global Address List  
**GWS**—Groupware Server  
**HAF**—Headquarters Air Force  
**HOI**—Headquarters Operating Instruction  
**HQ**—Headquarters  
**HQ OSSG**—Headquarters Operations and Sustainment Systems Group  
**HQ USAF**—Headquarters United States Air Force  
**JMP**—Joint Message Processor  
**JP**—Joint Publication  
**MAJCOM**—Major Command  
**ML/AL**—Mail List/Address List  
**MFI**—MultiFunctional Interpreter  
**MLA**—Mail List Agent  
**MLOC**—Mail List Operations Center  
**MR**—Memorandum for Record  
**NATO**—North Atlantic Treaty Organization  
**NOTAL**—Not To All  
**OCR**—Optical Character Recognition  
**OPR**—Office of Primary Responsibility

**OSD**—Office of the Secretary of Defense

**PAB**—Personal address book

**PL**—Public Law

**PLA**—plain language address

**PMS**—Pantone Matching System

**RDS**—Records Disposition Schedule

**SAF**—Secretary of the Air Force

**SC**—Communication and Information Staff

**SMTP**—Simple Mail Transfer Protocol

**STANAG**—Standardization Agreement

**URL**—Uniform Resource Locator

**US**—United States

**USAF**—United States Air Force

**USMTF**—United States Message Text Format

**USPS**—United States Postal Service

**UTC**—Universal Time Coordinated

**WWW**—World Wide Web

### ***Terms***

**Correspondence**—A letter, memorandum, memorandum for record, report, meeting minutes, or staff study. It does not include standard publications, periodicals (covered in AFI 33-360, administrative orders [covered in AFI 33-328, *Administrative Orders*]), decoration award elements, formats for special reports, or operation plans.

**Electronic Communications**—Any official item sent between organizations or individuals relating exclusively to the business of the US Government. E-mail supplements, but does not replace, existing administrative communication systems such as the USPS, the BITS, DSN, or the DMS.

**Message**—Information prepared in a format for transmission by a telecommunications system such as the DMS.

*Addresses*

AFHRA/RS  
600 Chennault Circle  
Maxwell AFB AL 38112-6424  
Naval Publications and Forms Center  
5801 Tabor Avenue  
Philadelphia PA 19120-5002  
HQ OSSG/CD  
490 E. Moore Dr., Bldg 892, Rm 110  
Maxwell AFB-Gunter Annex AL 36114-3004

HQ AFCA/EAL  
203 W. Losey Street, Room 1100  
Scott AFB IL 62225-5222  
SAF/XCPPC  
1800 Air Force Pentagon  
Washington DC 20330-1800  
Department of Defense  
Washington Headquarters Services  
1155 Defense Pentagon  
Washington DC 20301-1155  
US Army Information Technology Agency  
6607 Army Pentagon, Room 2C654  
Washington DC 20310

**Attachment 1 (SCOTTAFB)****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION***Abbreviations and Acronyms*

**AFRES**—Air Force Reserve

**AMW**—Air Mobility Wing

**ANG**—Air National Guard

## Attachment 2

### DEPARTMENT OF THE AIR FORCE SEAL, COAT OF ARMS, AND CREST

**Note:** Refer questions about this attachment to Air Force Historical Research Agency (AFHRA/RS), 600 Chennault Circle, Maxwell AFB AL 36112-6424.

#### A2.1. Functional Area Responsibilities.

A2.1.1. Office of the Secretary of the Air Force. The Administrative Assistant to the Secretary of the Air Force (SAF/AA) is the custodian of the Air Force Seal (**Figure A2.1**) and is solely responsible for approving the use of its impression on official departmental documents and records.

**Figure A2.1. Department of the Air Force Seal.**



A2.1.2. AFHRA approves use of facsimiles of the seal. This includes use on insignia, flags, medals, and similar items. AFHRA also approves requests from industry or Air Force groups for use of other parts of the seal.

A2.1.3. Policy and Compliance Division. The Secretary of the Air Force, Policy and Compliance Division (SAF/XCPP) approves the manner in which the seal is used on printed material.

**A2.2. Description and Significance.** The official Air Force colors of ultramarine blue (Pantone Matching System [PMS] Reflex Blue) and Air Force yellow (PMS 116) are used prominently on the Air Force seal (see AFI 84-105, *Organizational Lineage, Honors, and Heraldry*). The seal is described as follows:

A2.2.1. A circular disc of ultramarine blue edged with a narrow Air Force yellow border.

A2.2.1.1. Centered on the disc, the Air Force coat of arms, consisting of the crest and shield.

A2.2.1.2. The crest is made up of the eagle, wreath, and cloud form. The American bald eagle symbolizes the United States and its air power and is depicted in its natural colors. The wreath under the eagle is made up of six alternate folds of metal and light blue. This repeats the metal and color used in the shield. The white clouds behind the eagle denote the start of a new sky.

A2.2.1.3. The shield, directly below the eagle and wreath, is divided horizontally into two parts by a nebular line representing clouds. The top part bears an Air Force yellow thunderbolt with flames in natural color that shows striking power through the use of aerospace. The thunderbolt consists of an Air Force yellow vertical twist with three natural color flames on each end crossing a pair of horizontal wings with eight lightning bolts. The background of the top part is light blue representing the sky. The lower part is white representing metal silver.

A2.2.2. The 13 white encircling stars represent the original 13 colonies.

A2.2.3. The Air Force yellow numerals under the shield are 1947. This is the year the Department of the Air Force was established.

A2.2.4. The band encircling the whole design is white edged in Air Force yellow with black lettering. The inscriptions read "Department of the Air Force" on the top part and "United States of America" on the lower part.

**A2.3. Using the Seal.** The seal is permitted only as outlined in this attachment. Falsely making, forging, counterfeiting, mutilating, or altering the seal, or knowingly using or possessing with fraudulent intent is punishable by law (Title 18 U.S.C. § 506). Displaying the seal is allowed in certain instances. Commanders make sure the display is in good taste and appropriate to the occasion.

A2.3.1. Authorized Users. Commanders of MAJCOMs, FOAs, DRUs, Air Force missions, military assistance advisory groups, air attaches, professors of aerospace studies, and Air Force general officers may use the Air Force seal in the performance of their official duties. Museums may use the seal when specifically authorized by AFHRA.

A2.3.2. Authorized Uses. You may use the seal or any part of it--in black and white, color monochrome reproduction, pictorial, or sculptured relief--as follows:

A2.3.2.1. On printing issued at departmental-level for general Air Force use.

A2.3.2.2. In official Air Force films, videotapes, or television programs.

A2.3.2.3. On programs, certificates, diplomas, invitations, and greetings of an official nature.

A2.3.2.4. On memorials or monuments erected or approved by the Department of the Air Force.

A2.3.2.5. With any official Air Force exhibit.

A2.3.2.6. On wall plaques at Air Force facilities with the approval of the appropriate commander or agency chief.

A2.3.3. Unauthorized Uses. The seal will not be used in any way that implies Air Force use or endorsement of an item. For example:

A2.3.3.1. Air Force property and equipment for identification.

A2.3.3.2. Souvenir or novelty items.

A2.3.3.3. Printed matter copied or collected by an Air Force activity, except as shown in paragraph A2.3.2.

A2.3.3.4. Toys or commercial gifts and premiums.

A2.3.3.5. Stationery as a letterhead design.

A2.3.3.6. Menus, matchbook covers, sugar envelopes, calendars, and similar items.

A2.3.3.7. Military or civilian clothing.

A2.3.3.8. Membership cards of military or quasi-military clubs, and societies.

A2.3.3.9. Athletic clothing and equipment.

A2.3.3.10. Any article that may discredit the seal or reflect unfavorably on the Department of the Air Force.

A2.3.3.11. Commercial or private printed matter.

**A2.4. Using the Coat of Arms.** The Coat of Arms ([Figure A2.2](#) and [Figure A2.3](#)) is authorized for ornamental use when approved by AFHRA. The coat of arms may be in black and white, color monochrome reproduction, pictorial, or sculptured relief form.

**Figure A2.2. Coat of Arms With Encircling Stars.**



**Figure A2.3. Coat of Arms Without Encircling Stars.**



A2.4.1. The coat of arms with or without encircling stars may be authorized for:

A2.4.1.1. Official use on Air Force flags, pennants, emblems, medals, badges, buttons, and similar devices.

A2.4.1.2. Nonofficial use on articles of jewelry such as watches, rings, tie clasps, cuff links, bracelets, cigarette lighters, and similar articles when appropriate and in good taste. Approval is given with the understanding that such usage in no way reflects Air Force endorsement of the product involved.

A2.4.2. The coat of arms without encircling stars may be used by active duty, reserve, and retired Air Force military personnel without AFHRA approval as ornamentation on:

A2.4.2.1. Personal stationery or framed for display in the home as a painting or a wall plaque.

A2.4.2.2. Civilian jackets or blazers of conservative color. Authorized personnel are expected to protect the dignity of the Air Force Coat of Arms by ensuring that its display is in good taste and appropriate to the occasion.

**A2.5. Using the Crest.** The Crest ([Figure A2.4](#) and [Figure A2.5](#)) with or without encircling stars, may be used by commanders on approved organizational emblems for ornamentation purposes. This authorization is restricted to heraldic-type emblems of organizations group-level or higher. The colors in the wreath beneath the eagle will be as described in paragraph [A2.2.1.2](#). Using the crest should not be taken as authority for changing and/or modifying Air Force flags.

**Figure A2.4. Crest With Encircling Stars.**



**Figure A2.5. Crest Without Encircling Stars.**



## **A2.6. Supply and Issue.**

A2.6.1. Request official drawings of the seal or any part for reproduction, as authorized for use in paragraphs [A2.3](#) and [A2.4](#) from AFHRA/RS, 600 Chennault Circle, Maxwell AFB AL 38112-6424. The request must include a complete justification.

A2.6.2. Wall plaque, Air Force seal (National Stock Number 9905-00-766-0426), may be requisitioned. The cost of these items is borne by the using activity.

### Attachment 3

#### COLLECTIVE ADDRESS LIST (AL)

**A3.1. Address List (AL) Management.** An AL is an abbreviated name for a group of addresses used frequently for organizational messaging. Represented by a number or title, the AL must contain a membership of 30 or more DMS distinguished names (DN). An AL must have a list of predetermined permitted users. Use ALs to reduce the number of DMS DNs in the message headings and to increase the speed of message transmission.

A3.1.1. SAF/XCDP has functional authority over the management of the DMS-AF Address List Program. SAF/XCDP has delegated authority as the Air Force Control Authority for ALs to Headquarters 754 Electronic Systems Group (HQ 754 ELSG/DOX), 501 E. Moore Drive, Building 884, Room 1000, Maxwell AFB Gunter Annex AL 36114-3004. Initial requests for AL assignments must be sent via signed and encrypted DMS message to “OU=HQ754ELSG DMS AF PLA Managers(UC), L=MAXWELL AFB GUNTER ANNEX AL,OU=ORGANIZATIONS,OU=AF,OU=DOD,O=U.S. GOVERNMENT,C=US”. If you are using the ML Manager Tool to modify or update existing ALs, the script file must be sent via signed and encrypted DMS message to the Mail List Support Center, “OU=Mail List Support Center(uc),OU=Mail Lists,OU=AF,OU=DOD,O=U.S. GOVERNMENT, C=US”.

A3.1.1.1. Request for AL establishment should include: a point of contact (AL owner), the organization’s addresses (DMS DN, PLA, and mailing address), purpose of the DMS AL, the highest message classification of the AL, estimated frequency of use, list of AL members (must be at least 30 members), and permitted users. Justification: This is the only information needed for approval or disapproval of AL establishment.

A3.1.2. The AL manager is the agency responsible for the assignment and control of ALs. HQ 754 ELSG/DOX assigns Air Force ALs to the AL managers of HQ USAF, MAJCOMs, and FOAs. MAJCOM and FOA representatives, as command agency or agency AL managers, are responsible for assignment and control of AL blocks within their command. They may allocate ALs to their intermediate command representatives, who act as sub-command AL managers. Within their area of responsibility and for those ALs they control, AL managers will:

A3.1.2.1. Receive, check, and approve or disapprove requests for AL assignments, modifications, and cancellations. Ensure no duplication of membership is accomplished without approval from the AL control authority.

A3.1.2.2. Issue AL numbers to requesting authorities.

A3.1.2.3. Maintain a file of all AL requests for promulgation, modification, and cancellation until no longer needed. Keep a current list of AL assignments. The list will contain each AL number, its originating authority, complete mailing address, a point-of-contact, telephone number (DSN or commercial), purpose, highest classification, and precedence for use.

A3.1.3. The Air Force Mail List System Center (MLSC) is responsible for implementing and maintaining the Air Force ALs, with the exception of Headquarters Air Force (HAF)-assigned ALs. The Air Force MLSC creates, posts, modifies, and deletes Air Force ALs in the Air Force DMS DIT with approval from the AL managers. The Pentagon

Telecommunications System Center creates, posts, modifies, and deletes HAF-assigned ALs with approval from SAF/XCDP

A3.1.4. The AL manager assigns the AL and responsibility for its use and administration to the originating authority (holder) for the AL. AL managers will:

A3.1.4.1. Assign only ALs that are needed and ensure membership compositions are kept current.

A3.1.4.2. Ensure the permitted users are designated for ALs assigned.

A3.1.4.3. Sequentially number modifications following the recapitulation that consists only of address additions, deletions, and changes.

A3.1.4.4. Cancel an AL by identifying ALs that are no longer needed and publishing a notice that terminates their use. The AL manager keeps canceled ALs and includes the statement, "AL XXXX is retained for future assignment by MAJCOM/FOA" in the cancellation notice.

A3.1.4.5. Recapitulations of an AL consist of publishing an accurately revised total membership composition. Do this at least once a year when numerous modifications are made. All recapitulations should include a restatement of the information provided by the promulgation (purpose, classification information, and permitted users).

A3.1.4.6. Send promulgations, modifications, cancellations, or recapitulations of ALs to SAF/XCDP, HQ 754 ELSG/DOX, and/or the United States Army Information Technology Agency, Room 2C654, The Pentagon, 9000 Defense Pentagon, Washington DC 20301-9000, for information purposes. All promulgation, recapitulation, modification, and cancellation messages for the legacy AIGs must be accomplished using the USMTF F300 Collective format. Refer to the Allied Communications Publication (ACP) 100, USSUPP 2, *Instructions for Collective Addressing Management for Legacy and Defense Message System*, for further guidance on the management of AIGs and USMTF templates. Refer to [Attachment 7](#) to obtain the Defense Information Infrastructure (DII) Common Operating Environment (COE) software for the USMTF templates.

A3.1.4.7. Maintain a record of promulgations, modifications, recapitulations, and cancellations in accordance with local regulations. When addressees are added to the composition by modification, provide new members a copy of the promulgation or last recapitulation and any modifications that were issued.

A3.1.4.8. After an AL has been established, send the first message to the AL to promulgate its existence, purpose, the authorized users, the composition, and whether it is classified. Message test should contain: DN address of member of the composition, DN of the cognizant authority (owning organization), AL POC (including commercial and DSN phone number and E-mail address), AL classification, and statement of purpose.

A3.1.5. Subordinate commands, activities, or components will request ALs by E-mail or sending a memorandum to the local AL manager. Requests should include:

A3.1.5.1. Identification of the command, activity, organization, and originating authority.

A3.1.5.2. Description, classification, purpose, and classification of the AL.

A3.1.5.3. Estimated frequency of use.

A3.1.5.4. Proposed list of DMS addresses of the members, permitted users, and the classification of the address composition.

A3.1.6. Use activities listed in the directory services database for the address composition of ALs. In addition:

A3.1.6.1. ALs with less than 30 addresses are not authorized without an approved waiver.

A3.1.6.2. Use two and three letter office symbols when selecting the members of the AL from the DMS DIT.

A3.1.6.3. Collective address designators, such as ALMAJCOM, are not authorized within an AL. They may be included as an additional addressee of the message.

A3.1.6.4. Do not include addressees of other nations, such as International Pact Organizations, non-DoD, or DoD addressees served by non-DoD Base Communications Centers. You may include Allied or NATO message addressees only as add-on addressees. Only DMS DNs can be included in an AL; all other non-DMS addresses must be listed as add-on addresses.

A3.1.7. Only the originating authority and those activities designated by the originating authority as a permitted user may use an AL. The following applies:

A3.1.7.1. When an AL is authorized, message originators must put their organizational address in the “from” element of the message.

A3.1.7.2. All members to an AL are action addressees.

A3.1.7.3. When two or more ALs are used and an addressee is listed in more than one AL, duplicate delivery will occur.

A3.1.7.4. Add-on addressees may not know the address composition of the addressed ALs. If the originator thinks this information is important to the add-on addressees, the originator provides them the address list on request.

A3.1.7.5. Air Force MLSC is not responsible for providing the composition of an AL to an addressee; refer such requests to the AL owner or manager.

A3.1.8. Do not readdress AL messages, except in operational emergencies, unless the readdressing action is to addressees not included in the original transmission. If the operational urgency of the subject does not allow time for an AL address composition review, then readdress the message with add-on addressees.

A3.1.9. Addressees inform the originating authority by memorandum or DMS message if they determine they no longer need to be included in an AL or if their titles or addresses change.

## **A3.2. Categorical Addresses.**

A3.2.1. These addresses are used by an activity when corresponding with its subordinate units. They are either for a single type of unit (e.g., “All USAFE Wings” or “All ACC

Military Personnel Flights”) or a combination of units (e.g., “All ACC Numbered Air Forces and the 1st Fighter Wing”). When established, include categorical addresses in supplements to this manual for easy reference.

A3.2.1. (SCOTTAFB) Do not use categorical addresses on circulars, flyers, or announcements for luncheons, social activities, etc. Compile electronic distribution lists as prescribed by 375th Communications Squadron Administrative Communication Section (375 CS/SCOKO). Scanned copies will be sent to the 375 CS/SCOKO organizational accounts and forwarded to the agencies identified. Each activity distribution office is responsible for disseminating that information as feasible (electronic is preferred). Contact the element chief, knowledge operations management, at commercial (618) 256-4000 or DSN 576-4000, if other than electronic means of distribution is required.

A3.2.2. The following categorical addresses are established for use only by HQ USAF, SAF and MAJCOMS.

A3.2.2.1. AL ALMAJCOM – Is sent to all MAJCOM/CC/CV/CS/DS offices only: for example, AL ALMAJCOM.

A3.2.2.2. AL ALMAJCOM-FOA – Is sent to all MAJCOMs, FOAs, and DRUs/CC/CV/CS/DS offices only: for example, AL ALMAJCOM-FOA.

**NOTE:** To add selected FOAs to the distribution of an ALMAJCOM memorandum, list those FOAs after ALMAJCOM in the “TO” element of a memorandum: for example, ALMAJCOM AFISC AFAA (Manpower).

DMS Addresses:

SAF/XC: ou=SAF XC(uc),l=PENTAGON WASHINGTON DC,ou=Organizations, ou=AF,ou=DOD,o=U.S. Government,c=US

Mail List Support Center: ou=Mail List Support Center(uc),ou=Mail Lists,ou=AF,ou=DOD,o=U.S. Government, c=US

HQ 754 ELSG/DOXM (AF PLA/AIG/AL MANAGER): OU=HQ754ELSG DMS MANAGERS(CN)(UC), OU=AF,OU=DOD,O=U.S. GOVERNMENT,C=

United States Army Information Technology Agency /c=US/o="U.S. Government"/ou=DoD/ou=Army/ou=Organizations/l=CONUS/l="WASHINGTON DC"/ou="DA PENTAGON TELECOMMUNICATIONS(uc)"/:ou="PTC OPERATIONS(uc)"

## Attachment 4

### CHECKLIST FOR SENDING DEFENSE MESSAGE SYSTEM (DMS) MESSAGES

**A4.1. Format.** Messages must be in Plain Text format if going to an AUTODIN Plain Language Address (PLA). It is always best to prepare messages in Plain Text format from Outlook as a “new message” or in Notepad. According to DoD policy, messages addressed to PLAs should be in USMTF/ Joint Message Processor (JMP) format. Start by double-clicking on the JMP icon on your Outlook toolbar (you may have to click the arrow on the far right side of toolbar to view more icons). Select USMTF-2001 from the Message Table window that comes up. Select “GENADMIN” or other messages format from the Message Selection window, as applicable.

A4.1.1. Do not use Word as the editor for a DMS message if you are going to send it to a PLA. Once drafted in Word, special characters are attached, that causes the message to be rejected when it reaches AUTODIN. If the message body was already drafted in Word, do the following to convert it for AUTODIN:

A4.1.1.1. First, save the document as text only.

A4.1.1.2. Open the document in Notepad.

A4.1.1.3. Copy all contents and paste onto a new blank message form.

A4.1.1.4. On the menu bar under “Format,” select Encoding -> More -> Unicode (UTF-7).

A4.1.1.5. Verify that all message syntax is correct.

**A4.2. Addresses.** You may select both DMS and PLA addresses in the same message.

A4.2.1. From address: Always select from the GAL.

A4.2.2. To address: Select only DMS addresses from your PAB.

A4.2.3. Mail Lists: You must be an authorized user; see mail list owner for permission.

**A4.3. Subject.** Start with the classification of the subject in parenthesis: (U) for UNCLASSIFIED, (C) for CONFIDENTIAL, or (S) for SECRET; i.e., “(U) Some Subject”.

A4.3.1. Classification options are determined by the security clearance level of the network the DMS client is connected to. These options are specific to the assigned role of the user. Some FORTEZZA cards do not contain all classifications, and errors will occur after sending a message if the message contained an invalid classification. To determine what classifications are available on the card for each role, locate the “KEA Clearances” section under the particular role on the personal identification number letter issued with the card.

**A4.4. Message Body.** Enter the security classification in the first line of the message: UNCLAS, C O N F I D E N T I A L, or S E C R E T. Spaces are required between each letter for CONFIDENTIAL or SECRET. This is the highest classification of the contents of the message.

A4.4.1. Enter declassification instructions in the last line of the message for all classified messages.

**EXAMPLE**

S E C R E T

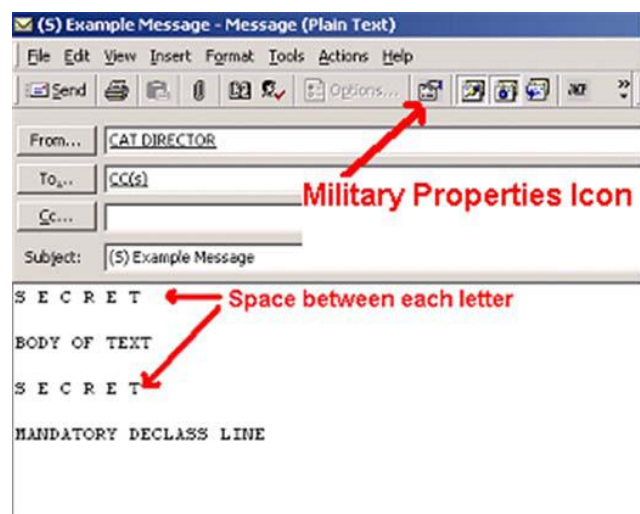
&lt;Blank line required&gt;

Message text

&lt;Blank line required&gt;

DECL/CLBY: USAFE AFFOR/A3 RES: 1.5 (A), DECL ON: X4// (example)

**A4.5. Military Properties.** Some options may not be available until you have logged into your FORTEZZA card (see [Figure A4.1](#)).

**Figure A4.1. Military Properties.****A4.6. Military Tab.**

A4.6.1. Choose primary precedence (precedence for all “To” addresses) (see [Figure A4.2](#)).

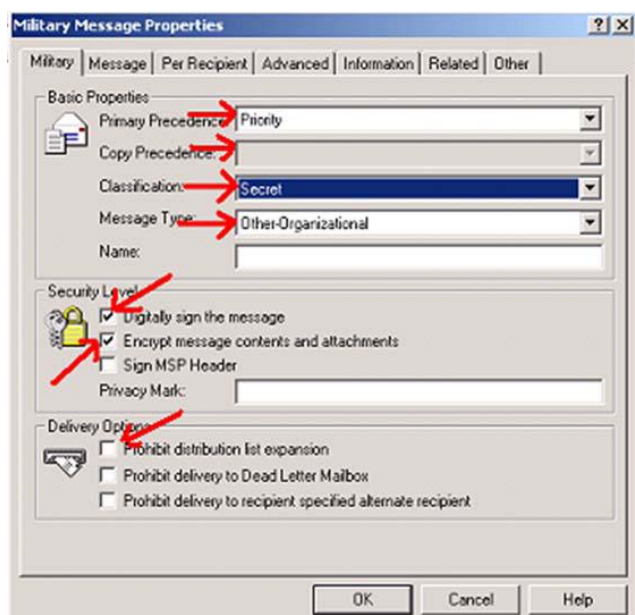
A4.6.2. Choose copy precedence (precedence for all “CC” addresses).

A4.6.3. Choose classification (only available if logged into FORTEZZA card and it has more than one classification ability).

A4.6.4. Choose message type. Must be “Other Organizational” if message has AUTODIN PLA address (only available if logged into FORTEZZA card and it has “Release” privileges).

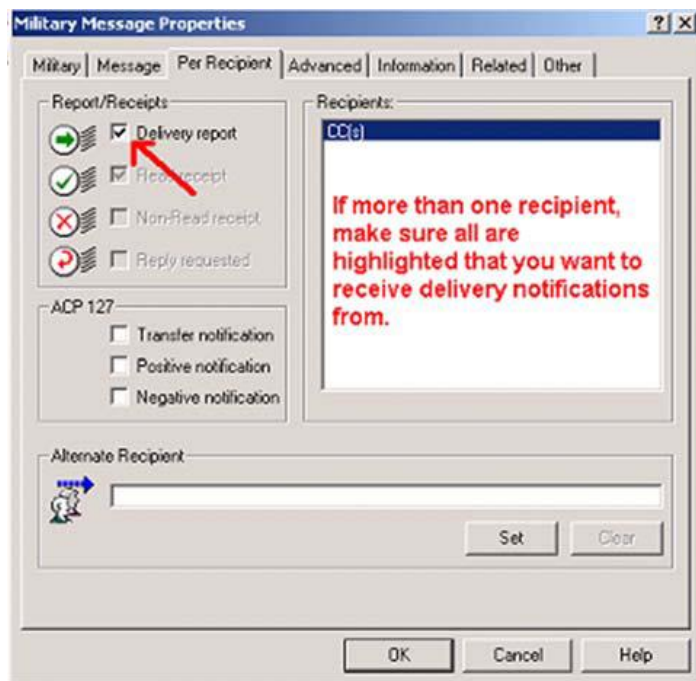
A4.6.5. Under Security Level select to sign and encrypt the message.

A4.6.6. Under Delivery Options deselect “Prohibit Distribution List Expansion” if using a local distribution list.

**Figure A4.2. Military Tab.****A4.7. Message Tab.**

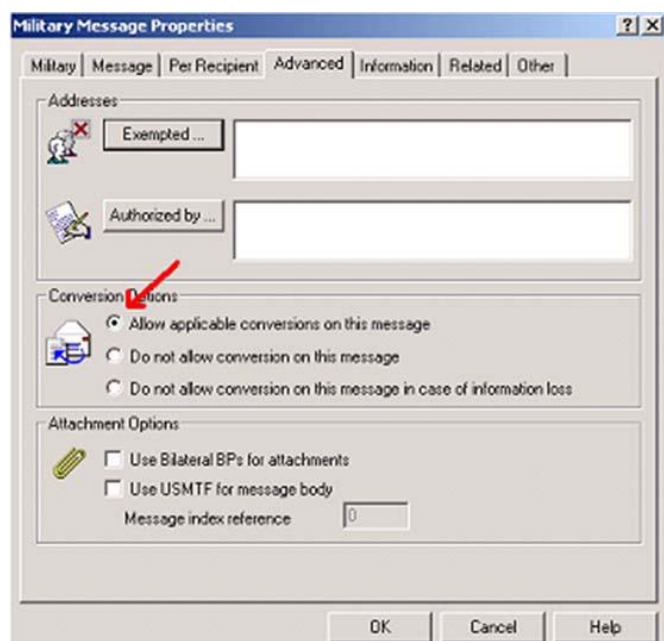
A4.7.1. If you want read receipts, choose NONE, ALL, or EXPLICIT RECIPIENTS.

**A4.8. Per Recipient Tab.** Select (highlight) recipients in the right pane (you can select more than one) and then select options in the left pane (see [Figure A4.3](#)). It is better to choose to receive a Delivery Report on all recipients. Read Receipts are as desired.

**Figure A4.3. Per Recipient.****A4.9. Advanced Tab.**

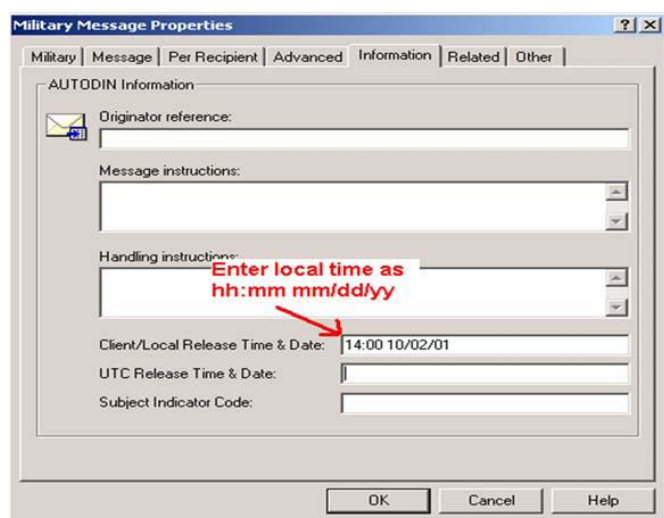
A4.9.1. Ensure that “Allow applicable conversions on this message” is selected (see [Figure A4.4](#)) or the end recipients will not be able to convert and forward the message.

**Figure A4.4. Advanced Tab.**



**A4.10. Information Tab.** When sending a message to a PLA the DTG must be entered here for cross-referencing in AUTODIN. This is not necessary if you are only sending to DMS addresses (see [Figure A4.5](#)).

**Figure A4.5. Information Tab.**



A4.10.1. In the “Client/Local Release Time & Date” enter the local time (24hr time): Example: 14:00 10/02/01 (hh:mm MM/DD/YY) (see [Figure A4.6](#)).

A4.10.2. Click the OK button. The “UTC Release Time & Date” field is automatically filled in for you. This becomes the DTG in AUTODIN.

A4.10.3. Use this time for the DTG in the body of the message. Example: 021200Z Oct 01

A4.10.4. These entries ensure that all parties, whether DMS or AUTODIN recipients, can reference the message by the same DTG, as required in AUTODIN.

**Figure A4.6. Client/Local Release Time & Date.**

The screenshot shows the 'Military Message Properties' dialog box with the 'AUTODIN Information' tab selected. The dialog has several tabs: Military, Message, Per Recipient, Advanced, Information, Related, and Other. The 'AUTODIN Information' section contains the following fields:

- Originator reference: (empty text box)
- Message instructions: (empty text box with up/down arrows)
- Handling instructions: (empty text box with up/down arrows)
- Client/Local Release Time & Date: 14:00 10/02/2001
- UTC Release Time & Date: 12:00 10/02/2001
- Subject Indicator Code: (empty text box)

A red arrow points to the 'UTC Release Time & Date' field, and a red text box with the text 'This time is entered automatically' is positioned below the arrow.

At the bottom of the dialog are three buttons: OK, Cancel, and Help.

A4.10.5. No changes are necessary to the remaining TABs. Send message.

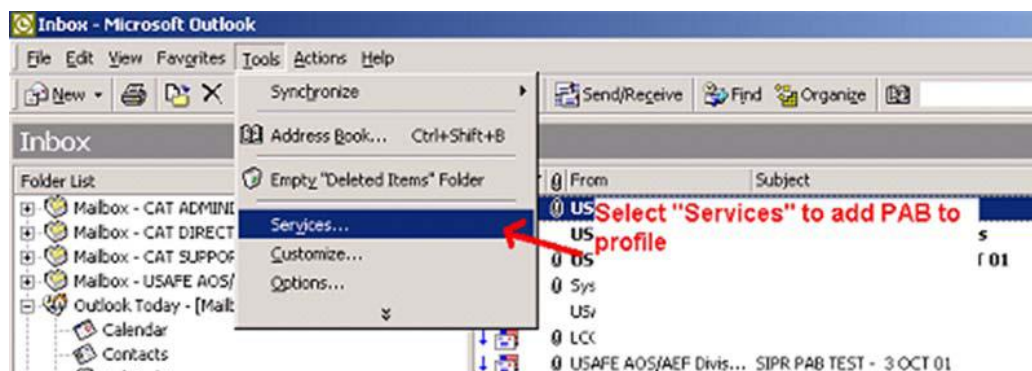
## Attachment 5

## CREATING AND ADDING ADDRESSES TO PERSONAL ADDRESS BOOK (PAB)

**A5.1. Setting Up The Personal Address Book (PAB).** If a PAB does not exist on the profile being used, one must be created.

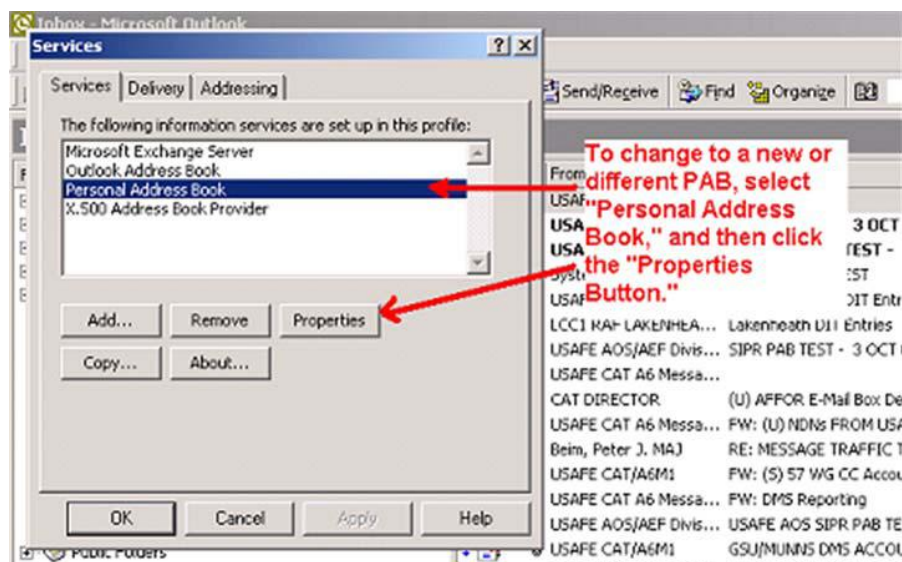
A5.1.1. First, open up the current profile by selecting “Tools” then “Services” (see [Figure A5.1](#)).

**Figure A5.1. Tools.**

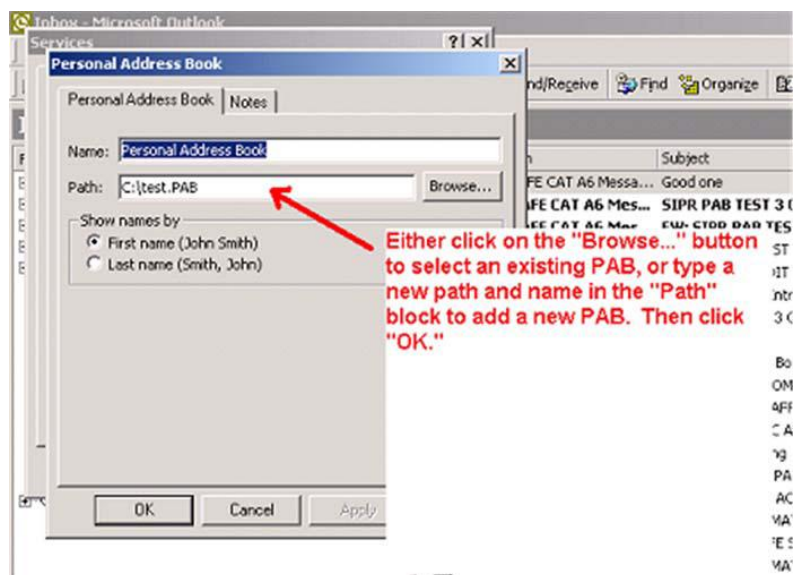


A5.1.2. Next check to see if a PAB is already on the profile (see [Figure A5.2](#)). If not, click the “Add” button to add a new profile, and then “Personal Address Book.” If one does exist already, click on the “personal address book” to highlight it. Then click the properties button.

**Figure A5.2. Services.**

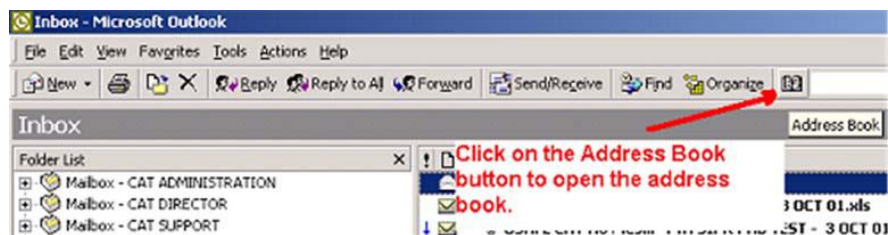


A5.1.3. Once the properties are displayed, an existing Address book can be selected using the “Browse” button (see [Figure A5.3](#)). If a new one is to be created, type in the path and file name in the “Path” box. When finished, click “Ok,” and then “OK” again.

**Figure A5.3. Personal Address Book (PAB).**

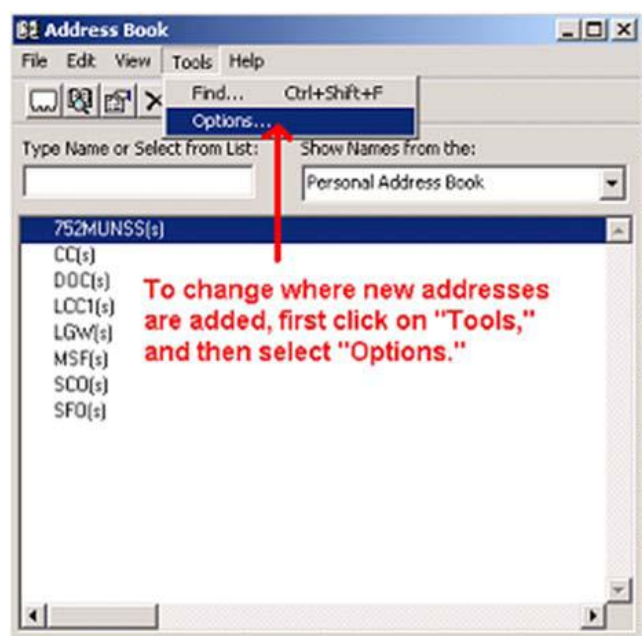
**A5.2. Setting Personal Address Book (PAB) as Default.** In order to send messages to AUTODIN or DMS addresses, the PAB must be selected as the destination for the addresses pulled from the DIT (see [Figure A5.4](#)).

A5.2.1. First, open the address book.

**Figure A5.4. Personal Address Book (PAB) as Default.**

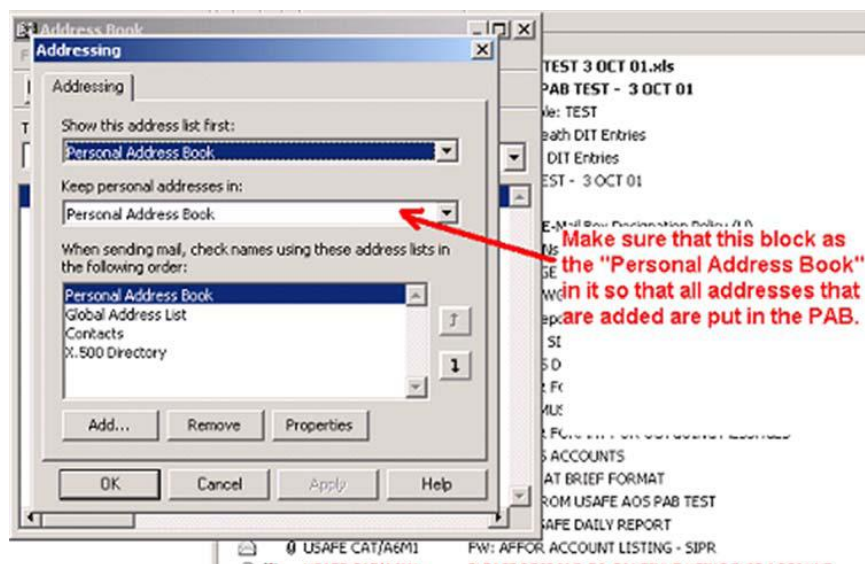
A5.2.2. Next, under “Tools,” select “Options” (see [Figure A5.5](#)).

Figure A5.5. Options.



A5.2.3. Finally, in the options section under addressing, make sure that in the “Keep personal addresses in” box shows the “Personal Address Book” (see [Figure A5.6](#)).

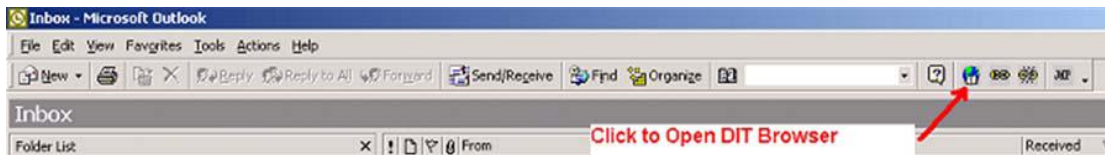
Figure A5.6. Addressing.



A5.2.4. Click “Apply,” then “OK.” Then close the address book. Now all addresses that are added from the DIT will be placed into the Personal Address Book.

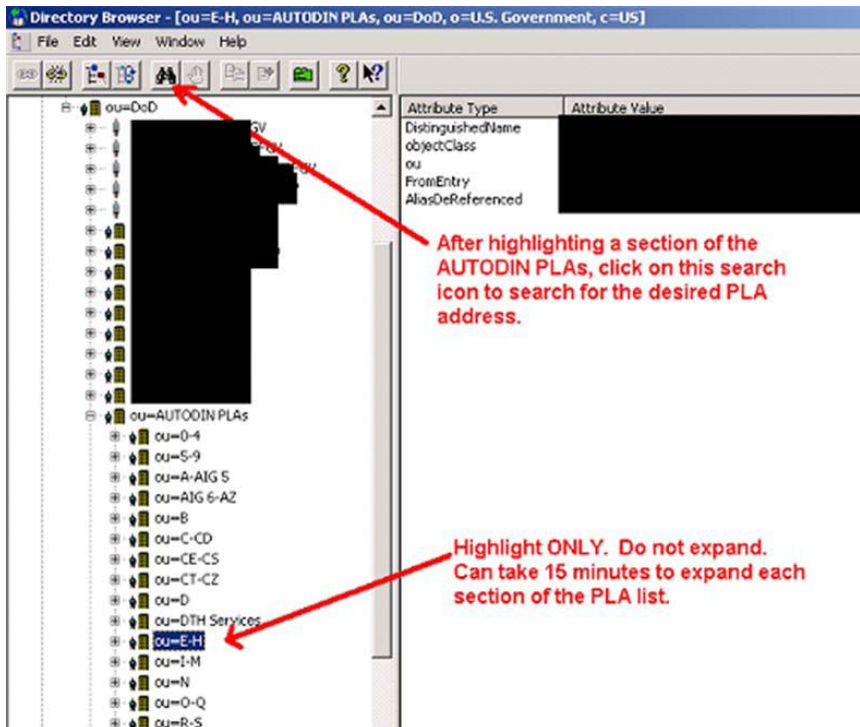
**A5.3. Adding an Address from the Directory Information Tree (DIT) to the Personal Address Book (PAB).** To address a message for a DMS or AUTODIN recipient, the address must first be added to the PAB (see [Figure A5.7](#)). The PAB is limited to 500 entries.

A5.3.1. Open up the DIT Browser.

**Figure A5.7. Directory Information Tree (DIT) Browser.**

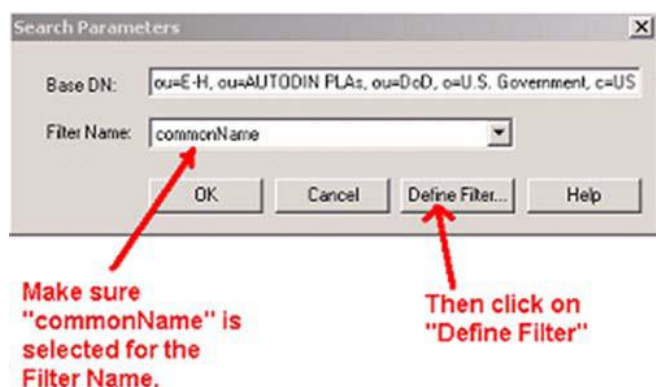
A5.3.2. If the message is being sent to an AUTODIN recipient, the addresses must be pulled from the AUTODIN PLA section of the DIT tree. When the DIT Browser opens up, expand the tree (click on the “+” box to the left of the entries) until the “DoD” section of the tree is expanded.

A5.3.3. Look under the “DoD” section and find “ou=AUTODIN PLAs.” Expand this section also. DO NOT double click or expand any of the entries underneath the “AUTODIN PLAs” entry. There is an extremely long delay before any of the entries expand due to the high number of PLA entries in each section. Instead, perform a **search** (see [Figure A5.8](#)).

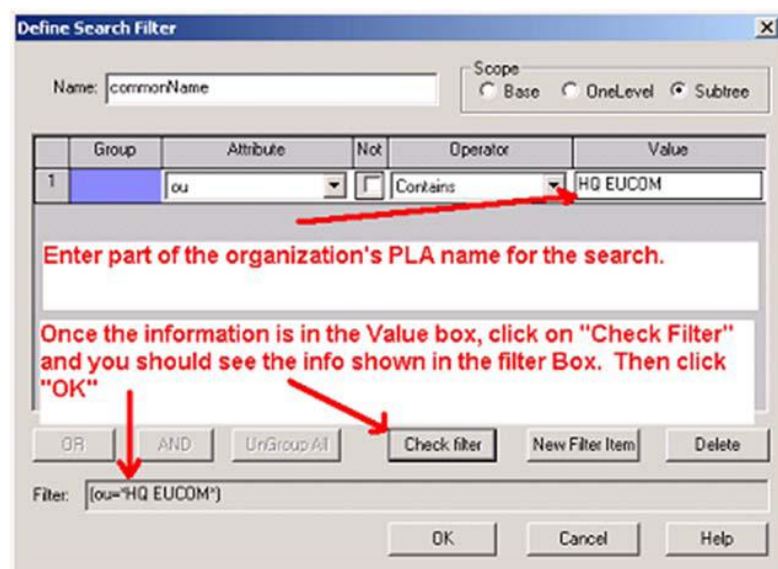
**Figure A5.8. Directory Information Tree (DIT) Search.**

A5.3.4. Underneath the AUTODIN PLAs section, the PLA addresses are arranged alphabetically and grouped into several levels. Click ONCE on the level that corresponds with the address you are looking for. Then click the search button as shown in [Figure A5.8](#)

A5.3.5. After pressing the search button, a “Search Parameters” box pops up (see [Figure A5.9](#)). Make sure that in the “Filter Name” box, “commonName” is showing. Then click “Define Filter...”

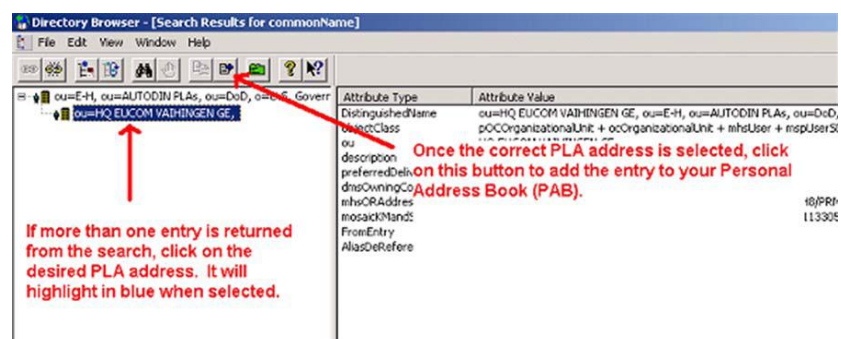
**Figure A5.9. Search Parameters.**

A5.3.6. When the "Define Search Filter" box pops up, check and verify that the "ou" is chosen for the attribute, and that the operator is "Contains." Then type the PLA name into the "Value" box (see [Figure A5.10](#)). Only part of the name need be used if the full name of the PLA is unknown. The search results show all entries in the level that contain the value that was used in the search.

**Figure A5.10. Define Search Filter.**

A5.3.7. Once you have entered the value, click on "Check Filter." Then click "OK," and then "OK" again.

A5.3.8. When the search has completed, a list of all DIT entries in that level that contain the search value are displayed. The number of entries returned is less with a more specific search value (see [Figure A5.11](#)).

**Figure A5.11. Directory Browser.**

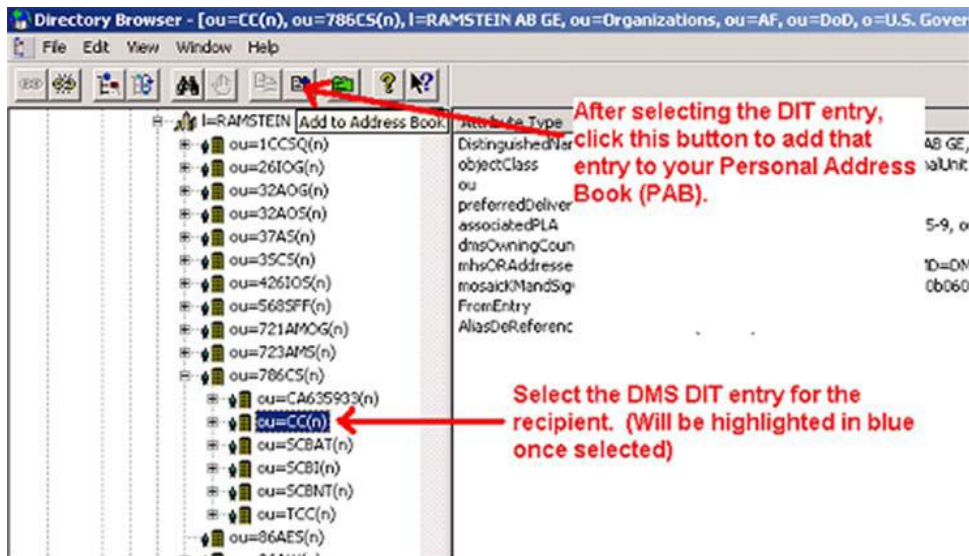
A5.3.9. Search the returned results until the desired PLA is found. Click on the PLA and make sure it is highlighted. Then click on the icon shown in [Figure A5.11](#) to add that entry to your PAB.

A5.3.10. Adding a DMS address to the PAB is similar to adding an address to an AUTODIN message. Because the number of addresses under each other level of the tree is considerably less than that of the AUTODIN PLAs-level, the search function is not required. Simply expand each section in the path to the desired DIT entry.

A5.3.11. Most DMS addresses used are found below the Air Force-level of the DIT. To add the DMS address from the DIT, expand the DIT tree to the Air Force-level. Under the Air Force-level, near the end of the list, are other levels breaking up all Air Force DMS entries into functional areas. Each Air Force entity is found under one of these levels. Most bases are found under the Organization's level. A little practice with the DIT structure will build the familiarity needed to use the DIT with ease.

A5.3.12. To add a DMS address, simply expand the levels down until you see the desired base where the address is located. Within each base is the organizations and their corresponding sections.

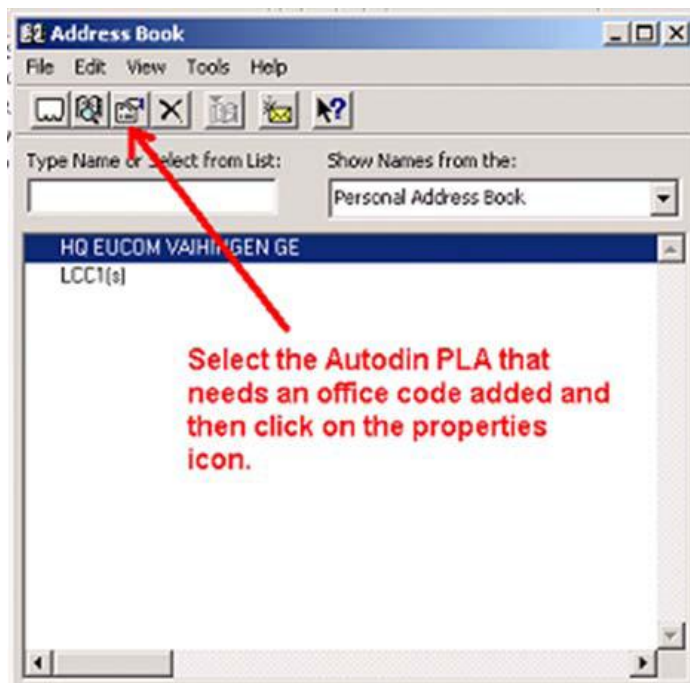
A5.3.12.1. Once the address is located, click on it to highlight it, and then click on the icon shown in [Figure A5.12](#) to add it to the PAB.

**Figure A5.12. Defense Message System (DMS) Addresses.**

A5.3.12.2. Modify the display name of the DMS entry in the PAB to include the organization, if required.

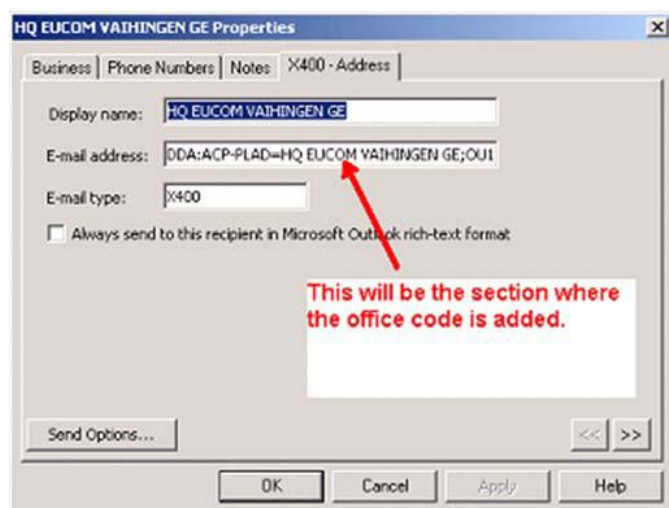
**A5.4. Adding Office Symbols to Plain Language Addresses (PLA).** If the message is sent to an office through AUTODIN, add that office symbol to the address before the message is sent.

A5.4.1. To do this, open up the address book. Make sure that PAB is selected in the “Show names from the” box. Then click on the PLA address that requires the office symbol and open the properties for that address (see [Figure A5.13](#)).

**Figure A5.13. Address Book.**

A5.4.2. In the properties box, select the “X400-Address” tab (see [Figure A5.14](#)).

**Figure A5.14. Properties.**

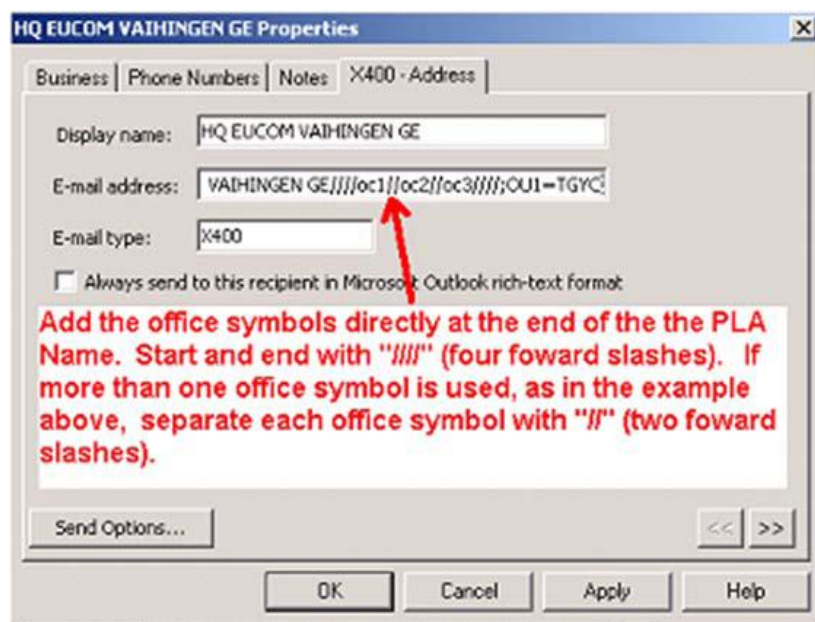


A5.4.3. The “E-mail address” box contains the ACP-PLAD address that needs the office symbol added to it.

A5.4.4. Click the “E-mail address” box, and move the cursor to the end of the PLA address that immediately follows the “DDA:ACP-PLAD=” text (see [Figure A5.14](#)).

A5.4.5. Begin adding the office symbol by typing in four virgules (////). Add the office symbol. If there is more than one symbol to add, separate each office symbol with two virgules (/). When all office symbols are added, type in four more virgules (////). The entry should appear similar to [Figure A5.15](#)

**Figure A5.15. Electronic Mail (E-mail) Address Box.**



A5.4.6. When finished, click the “Apply” button. Then click “OK” and close the address book.

**A5.5. Replacing the Default Personal Address Book (PAB) to the Office Personal Address Book (PAB) on the Shared Drive.** To temporarily replace the default PAB with the office PAB, perform the following steps:

A5.5.1. From the main Outlook window, select “Tools.”

A5.5.2. Click on “Services.”

A5.5.3. Highlight the “Personal Address Book” entry in the center window, then click the “Properties” button.

A5.5.4. Click the “Browse” button next to the Path for your current PAB.

A5.5.5. Locate the folder and file of the office PAB.

A5.5.6. Click “Apply”, then “OK” and “OK” to close the pop-up windows.

**NOTE:** In order for others to access the office shared PAB, restore your PAB back to the default PAB when you complete sending your message.

**A5.6. Restoring to the Default Personal Address Book (PAB).** To restore to Default PAB, perform the following steps:

A5.6.1. From the main Outlook window, select “Tools.”

A5.6.2. Click on “Services.”

A5.6.3. Highlight the “Personal Address Book” entry in the center window, then click the “Properties” button.

A5.6.4. Click the “Browse” button next to the Path for your current PAB.

A5.6.5. Find the folder “c:\Winnt\Profiles\<NT User ID>\Application Data\Microsoft\Outlook,” then double-click the file “mailbox.pab”. (**Note:** This is the default location for your PAB in Windows NT -- if you have moved your PAB somewhere else, go to that location.)

A5.6.6. Click “Apply”, then “OK” and “OK” to close the pop-up windows.

## Attachment 6


### UNITED STATES MESSAGE TEXT FORMAT (USMTF) MESSAGE PREPARATION

**A6.1. Use the JMP to create the body of the organizational message.** Start by double clicking on the JMP icon on your Outlook toolbar (you may have to click the arrow on the far right side of the toolbar to view more icons). From the Message Table window that comes up, select USMTF-2001. From the Message Selection window, select “GENADMIN” or other messages format, as applicable.

Field Title Color:           RED - Mandatory  
                                  YELLOW - Conditional  
                                  GREEN - Optional

**A6.2. Select proper message classification.** On the top toolbar, select Edit >> Classification. For an explanation of what information a particular box should contain, click in the field and refer to the bottom tool bar.

**A6.3. Double click in the field boxes to get free-text and drop-down boxes.**

**A6.4.** Always verify a format before importing it into DMS Outlook - click on the  on the top toolbar.

**A6.5. To import a message into Outlook, select File >> Mail from the top menu.**

## Attachment 7

### UNITED STATES MESSAGE TEXT FORMAT (USMTF) PREPARATION

**Note:** The OPR for this attachment is the Global Cyberspace Integration Center (GCIC) (<http://www.gcic.af.mil/>).

**A7.1. Introduction.** This attachment provides the basic rules for USMTF messages. It is not intended to give specific procedures for drafting and distributing all USMTFs. All messages (USMTF and General Service) have a heading, text, and ending. The heading and ending formats for preparing USMTF messages are the same as AUTODIN messages (see [Chapter 7](#)). The text or body of the message is the only portion covered by USMTF rules. The <https://disain.disa.mil/usmtf/> web site provides specific guidance on preparing the text of a USMTF message. Using software preparation aids such as the DII COE Message Processor is recommended for complex USMTFs. The DII COE Message Processor is a jointly developed standard software package with various output capabilities to produce an error-free USMTF. This includes the capability to create a message on a Standard Automated Remote to AUTODIN Host disk. The USMTF program objective enhances joint and combat effectiveness through standardization of message formats, data elements, and information exchange procedures. USMTFs result in the services using the same messages with the same information content. USMTFs thus provide commanders a common message format and common language--both indispensable to successful joint operations.

#### **A7.2. United States Message Text Format (USMTF) Text Components.**

A7.2.1. Set. The set is the basic building block of all USMTF messages. A set is like a sentence. It contains information about one subject. The set name tells the reader (and the computer) what information is in the set.

A7.2.2. Field. The field is the basic building block of a set. A set is made up of words. If the field has a descriptor, it describes the information in the field.

A7.2.3. Linear Set. Fields arranged in a line across the page form a linear set.

A7.2.4. Columnar Set. Fields arranged in columns (like columns of numbers in a table) form a columnar set.

A7.2.5. Free-Text Set. Free-text set allows use of "plain language" in a formatted message. Write free-text set entries in lines, columns, sentences, or paragraph. Use whatever form is best to get your idea across. Use free-text sets to give additional details or information that does not fit into linear or columnar sets.

A7.2.6. Authorized Entry/Authorized Entry Code. Only use authorized entry codes in some fields. See <http://jtc.fhu.disa.mil/brochure/usmtf.pdf> for guidance. These entries are often abbreviations.

A7.2.7. Heading. Some sets are grouped under headings. These headings divide the message into several parts. Each part is a separate topic within the message.

**A7.3. Allowable Characters.** Ninety-eight characters are available for use in USMTF messages. They are, by type, 26 alphabetic characters [**A through Z**], 10 numeric characters [**0 through 9**], 6 special characters [ **. , - ( ) ?** ], the colon [**:**], the field marker [ **/** ], the space [**or**

**blank**] character, 26 lowercase letters [ **a through z** ], 3 nonprinting American Standard Code for Information Interchange control codes [horizontal tab, carriage return, line feed], and 26 extended special characters [ ! @ # \$ % ^ & \* = \_ + [ ] { } \ “ ‘ ; < > ~ ` | ]. Message drafters should refer to <https://DISAIN.DISA.mil/USMTF> since some of these characters have restricted uses.

#### **A7.4. Special Symbols.**

A7.4.1. Field Marker. A single virgule (/) indicates the start of a field. It takes up one character space, and goes before the field entry and on the same line with the first field entry.

A7.4.2. End-of-Set Marker. A double virgule (//) indicates the end of a set. It takes up two character spaces, and both virgules must be on the same line. If a set ends on the last or next to last space in a line, put the // at the beginning of the next line. Do not use the // for anything other than an end-of-set marker.

A7.4.3. No Data Sign. The no data sign is a hyphen (-). Use it when a field entry is required but the information is unknown or not available. For example:

A7.4.3.1. A field designated as a mandatory field must contain an entry, even if the entry is only a no data sign.

A7.4.3.2. A no data sign must be entered in a conditional or optional field if another field further along in the same set has an entry.

**A7.5. Segment-Set-Field Usage Categories.** All segments, sets, and fields have usage categories of mandatory, conditional, or optionally determined. These categories specify if the segment, set, or field must contain an entry. Website <https://DISAIN.DISA.mil/USMTF> lists the category for each segment, set, and field in the message.

**A7.6. Message Preparation.** Follow the instructions in [Attachment 6](#) to fill out the heading and ending (addressees, classification, etc.). Begin the first line of the USMTF text on the next line below the last element used for the heading from [Attachment 6](#). Type the first letter or special character for each line of text flush with the left margin, with a maximum of 69 characters on any line. Each USMTF message begins with a combination of the following initial sets. Use them in the order listed.

A7.6.1. EXER or OPER (EXERcise or OPERation). For daily routine message traffic, neither set is used.

A7.6.2. MSGID (MeSsaGe ID). A mandatory set. It tells the reader which format to expect for the message and conveys information about the subject of the message.

A7.6.3. REF (REFerence). Identifies to the reader any previous communications or correspondence that affect the message. If no material is being referenced, this set is not used.

A7.6.4. AMPN (AMPlificationN). Used to amplify the previous REF set. If no amplification of the previous REF set is required, this set is not used.

A7.6.5. NARR (NARRative). Used to provide information about previously used REF and AMPN sets. If no additional information about the previous sets is necessary, this set is not used.

**A7.7. Rules and Complex Structure.** Numerous rules and complex structure of USMTFs require the message drafter to use <https://DISAIN.DISA.mil/USMTF> or USMTF certified message processor. Formatting errors defeat the purpose of the USMTF program.

**A7.8. General Messages.** The following USMTFs are general administrative messages:

A7.8.1. AKNLDG (AcKNOWLeDGe). Used to acknowledge receipt of a message and to indicate planned or accomplished action. Transmittal of the message implies understanding of the received message.

A7.8.2. GENADMIN (GENeral ADMINistrative). Used to pass administrative information. It is intended to allow reporting information not yet accommodated by other USMTF messages and is not intended for use in place of the existing USMTF messages.

A7.8.3. MSGCORRN (MeSsaGe CORRection/cancellation). Used by the originator to cancel a message or add, delete, or replace information contained in a previously transmitted message.

A7.8.4. RI (Request for Information). Used to request information from other units.

A7.8.5. RRI (Response to Request for Information). Used to reply to requests for information.

A7.8.6. VISITREQ (VISIT REQuest). Used to request authorization to visit another command or organization for a specified purpose.

**A7.9. Certified Common Operating Environment (COE) Message Processor Software.** There are three software applications certified for AUTODIN, DMS, DII COE, and USMTF. One is a Government-off-the-shelf product, and two are commercial-off-the-shelf products. Links to the sites for these products and other USMTF information are available through AFC2ISRC/A6G web page at <https://afc2isrc.af.mil/warfighter/divisions/SCG/>.

## Attachment 8

## COMMON NON-DELIVERY NOTICES WITH RESOLUTION

**A8.1. Trouble Reporting Process Points of Contact:** CSA → then Local Help Desk/NCC→ then MAJCOM NOSC→then DMS-AF Program Management Office Help Desk.

**Table A8.1. Common Non-Delivery Notices with Resolution.**

Non-Delivery Notices	Generated By	Possible Cause	Originator Corrective Action
A conversion required for the message is impractical	Multi-Functional Interpreter (MFI), Mail List Agent (MLA)	Originator accidentally pressed 'convert' button on client.	Resend message digitally signed. See <i>Microsoft™ QRG- "Using the Convert Button"</i>
Address not found in database	MFI, MLA	General Service or recipient directory read failure	Reselect address from the DIT, add to PAB and resend message.
Message size exceeds max allowed	Groupware Server (GWS)	Limits on recipient's mailbox preventing delivery. Recipient mailbox may exceed limits.	Client Support Administrator (CSA)
Invalid message classification character	MFI	Message classification not on first line of message 'UNCLAS', 'C O N F I D E N T I A L' (spaces), 'S E C R E T' (spaces)	Resend message with proper classification as first line of message body. See <i>Microsoft QRG "Addressing and Sending an AUTODIN MSG"</i>
Loop detected	Backbone Message Transfer Agent Primary Groupware Server (BMTAPGWS)	Recipient does not have mailbox or mailbox incorrectly setup. Or problem with Private Management Domain definition Contact CSA Share X.400 address option set incorrectly Backbone or local site routing errors	
Mail List	MLA	Originator not an	Contact Mail List Owner

Non-Delivery Notices	Generated By	Possible Cause	Originator Corrective Action
Authorization Error		allowed submitter	
Maximum time expired	Backbone Message Transfer Agent (BMTA)	Clocks not synchronized, other backbone system problems	Contact CSA
Message Transfer System Congestion	BMTA	Recipient does not have mailbox or mailbox incorrectly setup. Other backbone system problems	Contact CSA
Recipient name (or O/R name) is not recognized	BMTAPGWS	<p>Recipient X.400 address wrong in directory or PAB</p> <p>No mailbox for recipient or recipient's mailbox has wrong X.400 address or wrong X.500 Distinguished Name</p>	Delete recipient from PAB; reselect from directory and resend message. Contact CSA

## Attachment 9 (Added-SCOTTAFB)

**CATEGORICAL ADDRESSES FOR MEMORANDUMS  
FROM 375 AMW ORGANIZATIONS**

CATEGORICAL ADDRESSES (To be shown in "MEMORANDUM FOR" elements (See NOTES))	WILL REACH	COPIES NEEDED (Extra copies will be sent to OPR)
1. 375 AMW DIRECTOR OF STAFF	375 AMW/CC (4)/CP/HC/HO/FM/JA/MO/PA/SE/ME/XP/CCD/CCP	16
2. 375 AMW GROUP COMMANDERS	375 MSG; 375 OG; 375 MDG; 375 CG	3
3. 375 AMW SQUADRON COMMANDERS	311 AS; 458 AS; 375 AES; 375 CS; 375 CONS; 375 CES; 375 SFS; 375 SVS; 375 LRS; 375 FSS; 375 OSS; 375 DS; 375 MDOS; 375 AMDS; 375 MDSS; 375 CSPTS; 457 AS; 54 AS	16
4. ALL TENANT UNITS AND 375 AMW SQUADRON COMMANDERS	No. 3, plus 932 AW; 126 ARW/CC; AMC/CCE; AMC/RSS; AMC/CG; AMC BAND; ADC; AFNIC; USTRANSCOM; DITCO; DRMO; 15 OWS; DECA/FCS; DAPS; AFOSI, DET 301; AFOSI, 3D FIR; AFAA/FDC; U.S. Army Corp of Engineers; DISA-DITCO-AF; 345 RS, 3MRS; American Red Cross; AF Expeditionary Center; AAFES; Mob Ops School Det 2; AFGLSC; 18AF; SDDC; AF Manpower Agency; 775 EAES	39
**5. ALL CIVILIAN EMPLOYEES		
**6. ALL CIVILIAN EMPLOYEES AND SUPERVISORS OF CIVILIAN EMPLOYEES		
<p>**Distribution scheme provided by 375th Force Support Squadron Civilian Personnel Office</p> <p><b>NOTE 1.</b> The author will distribute memorandums that do not meet the requirements of Numbers 1-6.</p> <p><b>NOTE 2.</b> More than one categorical address can be used:</p>		

**Example 1.** 375 AMW STAFF 375 AMW SQUADRON COMMANDERS

**Example 2.** 375 AMW GROUP COMMANDERS ALL TENANT UNITS AND 375 AMW SQUADRON COMMANDERS

**NOTE 3.** Do not show United States Transportation Command (USTRANSCOM), Headquarters Air Mobility Commander (HQ AMC), or Air Force Network Integration Center (AFNIC) in the address element. If you want the MAJCOM staff to receive copies of your letter, address as cc: USTRANSCOM; HQ AMC; AFNIC.

**NOTE 4.** Increase the number of copies requested on DD Form 844 as follows: Add 25 for USTRANSCOM; 31 for HQ AMC; and 14 for AFNIC.